

Quest Components - Return Merchandise Authorization (RMA)

250 Turnbull Canyon Rd Industry, CA 91745
 Customer Service Phone 626.723.2875
 Customer Service Fax 626.363.2875

RMA request date _____

Office Use Only
Date RMA Approved _____

RMA IS VOID AFTER 15 DAYS

Only one (1) RMA per invoice, if additional RMA's are needed please request another copy from your sales representative

RMA approved Yes or No RMA # _____ RMA will become invalid after date _____
Circle one - If no see below If approved

Terms COD Yes or No RCAR # _____ RCAR required to process RMA Yes or No
Circle one

Company Name _____ Cust ID # _____ Cust PO # _____

Contact Person _____ Invoice # _____ Inv Date _____

Tele # () _____

Fax # () _____

Office Use Only
QC Vndr PO # _____ Sales Order # _____
Vendor ID # _____ Vendor RMA # _____

Please circle the reason codes listed below, and list all the items you are requesting to return

- | | | |
|----------------------------------|---------------------------------|-----------------------------|
| A Wrong part shipped by supplier | G Clipped Leads | M Short Shipment |
| B Date Codes | H Out of Tolerance | N Customer refused shipment |
| C Wrong Manufacturer | I Customer ordered wrong part # | O Credit/wrong price |
| D Defective Parts | J Over shipment | P Wrong Packaging |
| E Shipment too early | K Pulls / refurb | Q Other (explain) _____ |
| F Late Delivery | L Cancelled Order | |

Items Returning

Part #	Quantity to be Returned	Unit Price	Extension	Require Replacement <i>Circle One</i>	Office Use Only			
					Quantity Received	Inspector Initials	Location	Return to Vendor
		\$	\$	Y or N				Y or N
		\$	\$	Y or N				Y or N
Total		\$	\$					

Customer Comments (please supply as much information as you can so we can better service your needs) : _____

- * A restocking fee may be applicable when issuing RMA's
- * RMA's may be denied if requested after 30 days of invoice date
- * Quest Components will not be responsible for damaged, or lost components that are sent without Quest Component's RMA #
- * NO COD returns are accepted
- * This form and RMA # must be shown on the return package
- * Once parts are received and inspected, credit will be applied to your account
- * RMA # will be cancelled after 30 days if parts are not received

Restocking Fees
Yes or No <i>Circle One</i>
\$ _____
_____ <i>Customer Signature</i>

Office Use Only - Action Log

Date	Initials	Description	Comments:
		CS - RMA issued yes or no (if no explain)	
		Rec'g - Parts received	
		Inspct'n - Parts Inspected	
		Rec/CS - Parts credited - return to Stock	
		Rec/Shp - Parts returned to vendor	
		Rec'g - Parts scrapped	
		CS/SR Replacements sent to customer	
		Paperwork returned to CS	
		RCAR Initiated by CS	
		RCAR completed and rec'd by CS	
		AR - Credit memo processed	