



R.M.A. Checklist

R.M.A. #:

SUNNEX INC.	PHONE: 800-445-7869
	FAX: 888-668-1920

Date:

Contact Name:

P.O. #:

Company:

Telephone:

Email:

Purchase Date:

Shipping Address:

Model Number:

Serial Number /Date Code:

WO#:

Invoice #:

Quantity: Under Warranty? Yes No (More than 3 years from Purchase)

Purchased from: Sunnex or Other:

Reason for Return:

- If RMA is requested within 30 days of purchase, a refund will be issued equaling original purchase price, minus 25% restocking fee. (Product must be returned within 30 days from RMA issue date at customer's expense.)
- If product was entered incorrectly by Sunnex, Full refund within 60 days (product must be returned within 30 days from RMA issue date (with Sunnex handling freight expense).
- Defective Product

Non-Warranty Products: Outside 3 Year Warranty Period Voided Warranty

Details:

- There will be a \$25.00 evaluation charge, which will be applied toward an \$80.00 minimum rework charge if customer agrees to rework for all non-warranty products. Items older than 10 years cannot be serviced.
- If RMA is requested, please fax, or email this form to:

sunnex@sunnex.com

Fax: 888-668-1920, Attn: Returns Department

If there is no response within 30 days from customer after RMA is issued, the RMA will be closed.

Restocking Policy

Sunnex will accept products returned for credit, provided the product is returned in new condition. The service department will determine the condition. The following is a list of restocking guidelines.

1. If products are returned for credit within 30 days from shipment due to Principal's error caused by:
 - A) Duplication of order, or
 - B) Recommended wrong product for that application.

There will be no restocking charge assessed to the customer. Sunnex will be responsible for all freight charge to the customer. Sunnex shall issue a Return Material Authorization number to the customer and note in the RMA comments field the reason for the return. The service department will evaluate the return.

2. If returned for credit within 30 days from shipment due to:
 - A) Products no longer needed.
 - B) Wrong Product for application (customer's error) or
 - C) Customer changed his/her mind.

There will be a 25% restocking fee and the unit must be in new, saleable condition.

3. After 60 days, Sunnex will not accept any returns for credit unless:
 - A) Specifically approved by either the President or Sales Manager.
 - B) Maximum credit for this condition cannot exceed 70%.
4. In cases where the order is canceled prior to shipment, certain restrictions may apply and the order may be subject to a "cancellation charge", which would be based on the amount of time and materials, which were expended in the current completion of the order. Cancellation on customized products will not be accepted.
5. **Product must be inspected by customer and Sunnex notified of any discrepancies within 72 hours of receipt.**

Sunnex, Inc.
8001 Tower Point Drive
Charlotte, NC 28227
sunnex@sunnex.com
Fax: 888-668-1920
Phone: 800-445-7869