
Return Merchandise Authorization (RMA) Form

*requires to be filled out and read.

Customer ID:	Date:
Company:	
Address:	City: State:
Phone:	Fax:
Contact:	
Email:	

***Purchased From:**

***Name of Customer Service Spoken To:** _____

Model Name	Invoice #	Serial #	Invoice Date

*** Explanation of the Problem:**

Return Procedure:

1. **Ensure Compliance:** Before calling for an RMA number, please make sure you have correctly followed the installation instructions and operating procedures as outlined in the user's guide.

2. **Request RMA:** Call our general number at 888-876-0007 or send an email to connect@portlandiaelectric.supply to request an RMA Request Form.

3. **Complete the Form:** On the RMA Request Form, ensure you provide the following information:

- Contact name
- Contact phone and fax number
- E-mail address
- Serial number for each product being returned
- Complete description of the technical problems for each product
- A copy of the original sales invoice must be included with the RMA Request Form.
- Photos of the product, if possible, to help expedite the processing of your return.

***Follow the form and fill it out completely.**

4. **Submit Documentation:** Send the completed RMA Request Form, the original sales invoice, and any additional photos or supporting documents to connect@portlandiaelectric.supply. An RMA number will be issued within 24 hours after all required documents have been received. Incomplete information may result in refusal to issue an RMA number.

5. **Include All Components:** Ensure the returned items include all accessories, cables, manuals, and software originally included with the shipment.

6. **Label Clearly:** Clearly write the RMA number on the shipping label and ensure it is placed on the shipping box.

7. **Handling Damaged Packages:** All unlabeled, mismarked, or illegibly marked products will be refused or returned "AS IS" by UPS Ground, freight collect.

8. **Inspect on Delivery:** Any packages appearing to be damaged at the time of delivery to Portlandia Electric Supply will be refused "AS IS."

9. **Ensure Consistency:** Only send products that match the RMA number issued. If the products do not match the RMA number, they will be returned by UPS Ground, freight collect.

10. **RMA Number Validity:** The RMA number is valid for 14 calendar days after authorization. We reserve the right to refuse returned item(s) beyond 14 days from the date the RMA number is assigned.

11. No return accepted without an RMA number, no exceptions.

If you have any questions or require further assistance, please contact us at 888-876-0007 or connect@portlandiaelectric.supply.