



# Return Material Authorization Form

Please read and review our Terms and Conditions before submitting this RMA form [http://sorbentsystems.com/terms\\_and\\_conditions.html](http://sorbentsystems.com/terms_and_conditions.html)

Note: Please allow 48 hours for a response if no response given please contact customer service

FOR OFFICE USE ONLY	
RMA APP	Reason for Reject
RMA REJ	
RMA #	

Date	Acct. Rep
Customer Name	Company Name
Address	
State/Province	Zip/Postal Code
Telephone Number	Fax Number
Email Address	

ITEM #	DATE PURCHASED	QTY PURCHASED	QTY RETURNING	INVOICE NUMBER	REASON FOR RETURN	RETURN CODE

### Return Code Breakdown

A - Defective B - Wrong Item C - Ordered Wrong Item D - Duplicate Shipment I - Damaged in Transit J - Over shipped K - Repair

Method of Return\* Refund Replacement Credit on Account

**Custom Order Items:** On custom products that are not stock items, we cannot accept cancellations or returns.

**Returned Item:** No product should be returned without IMPAK approval and RMA number written on the outside of the box. **Any merchandise returned without a valid RMA will be subject to a \$25.00 service fee.** Transportation charges must be prepaid. As stated on terms and conditions, a restocking fee of 20% or \$32.00 (whichever is higher) will apply

**Return as New:** All returned product must be less that 30 days from delivery date and in "undamaged and sellable condition."

**\*DISCLAIMER BELOW :**

Submission of RMA and assignment of RMA number does not guarantee refund or Credit. All returns are subject to inspection upon receipt of return in which final approval for credit , refund or replacement will be at discretion of IMPAK Management