



BEXT RETURN MATERIAL AUTHORIZATION FORM – RMA # _____ (*)

Customer Contact Information

Company Name: _____

Contact Name: _____ Phone: _____

Email: _____ Alt Phone: _____

CUSTOMER'S RETURN SHIPPING ADDRESS: *Type of Return Shipping Service Requested:*

_____ (Specify insurance coverage amt on return shipment: \$_____)

UPS Next Day **Other:** _____

UPS 2 Day _____

UPS 3 Day **Account to be charged:** _____

UPS Ground _____

Product/Model: _____ **Product Serial Number:** _____

Frequency of operation: _____ **Output Power Level:** _____

AC Power: 120V 220V Single Phase Three Phase

REASON FOR PRODUCT RETURN (please provide details to assist our analysis & diagnostics in order to determine & resolve the problem; if needed include additional sheets, photos, reports, graphs, etc):

Bext Return Material Authorization Policy:

ALL items sent to Bext must have received prior authorization and must carry a Bext-assigned RMA #. Customer is responsible for all shipping & handling costs, both inbound to and outbound from BEXT. ALWAYS insure for full replacement cost. Bext strongly recommends using original shipping carton/crate and no less than 6 inches (15 cm) of protective foam or other professional padding on all sides of the item to reduce potential damage during the return transit to Bext. If the original carton/crate is not available, item must be professionally packed in new sturdy container. Bext will not be responsible for any damage occurred in transit. Cost estimates are subject to change if additional problems are discovered during the repair in progress. New Bext products carry a 2-year warranty for parts & labor from date of original shipment to the customer. New Bext products which fail and are returned to Bext during the warranty period, and in Bext's determination were not subjected to improper use or damage due to environmental causes, will be repaired or replaced at Bext's option at no charge except shipping & handling. For all non warranty-repairs Bext charges a minimum of \$ 250.00 which include evaluation and diagnosis. Repairs made after the 2-year warranty period will carry a 90-day warranty on the specific repair. Bext will not be responsible for shipping & handling costs for repairs during the 90-day warranty period. Repairs made on Bext products that are older than 10 years carry no repair warranty. Repairs made on non-Bext products carry no warranty. There is no repair warranty on products that were subjected, at Bext's determination, to improper use or damage due to environmental causes. Customer will be advised accordingly. All units must be shipped to: **Bext Inc, 1045 Tenth Avenue, San Diego CA 92101 USA** (*) *Note: Pls. write RMA# on package*

I agree to Bext's Terms & Conditions: _____ **Date signed:** _____

BEXT USE ONLY: Date RMA was issued: _____ / _____ / _____

Item received at Bext: _____ / _____ / _____ Item returned to customer: _____ / _____ / _____