

# **WANCO**® Return Material Authorization

RMA No.

Wanco Use Only

Today's Date

### Instructions

1. Please complete this form and return by fax to 303-427-5725 or email to support@wanco.com.
2. List only one product per line.
3. This form will be returned to you with an RMA number and shipping instructions after warranty verification.
4. Ship materials freight prepaid. Upon repair or replacement, Wanco will return warranty items freight prepaid. For out-of-warranty items, customer will be invoiced for parts, labor, and shipping charges. **All materials shipped without an RMA number or freight collect will be refused. The RMA number must be clearly marked on the outside of the package.**
5. Damage or loss of goods during shipment is the sole responsibility of the customer. Insufficient packaging may result in loss of warranty.
6. For out-of-warranty items, a minimum diagnostics fee of \$95 applies to all out-of-warranty products received. This fee is then applied toward the cost of repair or replacement.

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Contact Name \_\_\_\_\_ Contact Email \_\_\_\_\_

Contact Phone \_\_\_\_\_ Contact Fax \_\_\_\_\_

Description of Material to be Returned (include model or VIN if known)		Reason for Return
1		
2		
3		
4		

### Comments

### Out-of-warranty payment

- VISA       AmEx  
 MasterCard       Purchase Order  
Customers with net terms only

PO # \_\_\_\_\_

When done, print or email form.

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Return      Issued By \_\_\_\_\_  
 Service call      Date Received \_\_\_\_\_ Date Shipped \_\_\_\_\_

**Warranty Returns**  
 Credit       Repair  
 Exchange       Estimate before repair

Ref. \_\_\_\_\_ Sales Order # \_\_\_\_\_

RMA number not issued due to:     Incorrect serial number     Invalid invoice number  
 Other: \_\_\_\_\_

Repair Cost Estimate