

# RMA Form

Contact us at 1-800-528-1417 or by email at [sales@circuitspecialists.com](mailto:sales@circuitspecialists.com) to request your RMA number. When filling out please be as detailed as possible. Help us to help you. Thank you.

Your RMA/Project Number: \_\_\_\_\_

Your Order Number/Invoice Number: \_\_\_\_\_

Your Name: \_\_\_\_\_ Your Address: \_\_\_\_\_

Your City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ ext: \_\_\_\_\_

Email Address: \_\_\_\_\_

Product ID/Item #: \_\_\_\_\_ Cloud Drive/URLs demonstrating problem: \_\_\_\_\_

Reason for Return (for Warranty service skip this section):

Item arrived dead (DOA)

Damaged In Shipping

Wrong Item Received

Unsatisfied (30 days only)

What is your analysis of the problem in your own words? (Use back for additional notes):

## Shipping Instructions:

**All returned items shipped to Circuit Specialists must be packaged properly.**

- Please box all returns using the same method and quality of materials you received. Please include all the accessories that were received with the product.
- Should the unit arrive to us with shipping damage, the refunded amount will be lowered to cover the cost of any damage. If this is for warranty service, the service will still be completed but shipping damage is excluded from the repair.
- If this is a return/refund, ensure the box is undamaged so the next customer who purchases the item is satisfied. If the material is damaged, and we believe it will cause a problem for the next customer, your refunded amount will be lowered to cover the cost of new materials.
- Up to a 20% restocking fee may apply for failure to follow these instructions or for items which are not in new condition. Send the product(s) including the RMA form to the address at the bottom of this page. Using a trackable shipping service is recommended and Circuit Specialists will not be responsible for lost shipments.

## Action Requested:

**Refund:** Read our policy at [www.circuitspecialists.com/return-policy](http://www.circuitspecialists.com/return-policy)

**Replace:** With Correct Merchandise if wrong item received

**Warranty service:** See next page

## Send to:

**Circuit Specialists**  
**Attn: RMA**  
**1444 W 12th Place**  
**Tempe, AZ 85282**

## For WARRANTY Service:

Please allow up to 48 hours from the date of delivery to Circuit Specialists for returns or exchanges to be processed. For warranty service most returns are processed within 1-2 weeks of delivery but it may take as long as 30 days to resolve the issue.

Did the item arrive in the same condition it is in now? yes / no  
Is the problem: aesthetic / functional / both ?  
Does the product still work: yes / no

If the problem is aesthetic, please describe in detail what the problem is, and any attempts to correct the issue:

If the problem is functional, please describe in detail what the problem is, and any attempts to correct the issue:

Describe in detail what you were doing when the product failed:

If you believe that anything you've done may have caused this please indicate what it was, please be detailed: