



407 – 15216 North Bluff Road  
 White Rock, BC, Canada, V4B 0A7  
 Toll-Free: 1.877.352.9158 Fax: 1.877.453.0658  
 Email: [info@microedgeinstruments.com](mailto:info@microedgeinstruments.com)

# RMA REQUEST FORM

**Please complete and Fax the form to 1.877.453.0658 or E-mail to [info@microedgeinstruments.com](mailto:info@microedgeinstruments.com) along with a copy of your invoice or sales receipt. The RMA Number will be assigned AFTER we received the form.**

<b>RMA # :</b>	<b>Date:</b>
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Please Follow the Procedures for prompt RMA Processing.  
 Any incomplete forms will result in delays of issuing and processing of your RMA request.

**RMA Procedure (Please Read Carefully)**

1. Fax or E-mail us Completed Form along with matching invoices. Incorrect Invoice #, no invoice #, or no copy of invoice will result delays in issuing RMA #.
2. Clear and specific description of problem must be given for each item. Please state “Non-warranty repair” if you are requesting a Non-warranty repair.
3. RMA # must be clearly written on the shipping boxes. Without RMA number, the packages will be refused.
4. Shipping damage claims must be within 5 days. All other shipping damage claims will be refused.
5. Do not include in the shipment other than specified items approved on the RMA request form.
6. The items must be packaged properly. All items must be with proper packaging material similar to original packaging. Any items not with proper packaging material will automatically void the warranty.
7. Any damaged items (regardless of severity) will void the warranty.
8. RMA for Credit will be charged appropriate restocking fees as applicable. Please refer to Warranty Policy.
9. Include a copy of this form with your shipment and make sure that you put down the correct return address.

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Name: \_\_\_\_\_ Company: \_\_\_\_\_

Tel # : \_\_\_\_\_ Fax # : \_\_\_\_\_

E-mail: \_\_\_\_\_

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

	Model #	Serial #	Invoice #	Invoice Date	Detailed Description of Problem
1					
2					
3					
4					