

RMA Work Order Request



READ CAREFULLY:

This sheet must be completed in order to receive an RMA number.
DO NOT ship units to Sanjole without an RMA number, shipment will be declined.
Sanjole will complete the work listed in the "Reason for RMA" field.
To ensure proper repairs/upgrades, please be specific when filling in the "Reason for RMA" field.

Customer / End User: _____ **Serial no:** _____

Return address:

*Contact name _____ *Email _____
*Street address _____
*Street address 2 _____
*City: _____
*State/Country _____
*Zipcode _____
*Phone number _____

Reason for RMA: Please Specify:

RMA request approved by: _____ (Sanjole employee who diagnosed unit)

***Return Carrier Option:** *Sanjole will ship the unit back free of charge on FedEx 2 day (repairs ONLY, upgrades do not qualify).
If you would like another carrier or your own FedEx account, please fill in the information below.

Carrier: _____ Account no: _____ Service: _____
UPS Account billing Zip code: _____ (Mandatory for UPS users)

Other _____

International Customers:

Commercial invoice amount (in \$USD): _____

On AWB, section: PAYMENT
"Bill duties and taxes" to
must reflect SHIPPER
(when shipping to Sanjole Inc.)

DHL Users: Shipping to Sanjole Please select "DDP" along with selecting duties and taxes be 'billed to shipper' and NOT receiver. All DHL users MUST email the AWB (Airway Bill) showing this prior to shipping. If it is not approved by Sanjole prior to shipment, your shipment will be declined. Email the DHL AWB to jreyes@sanjole.com prior to shipping.

***International Customers: You are responsible for all V.A.T or Customs charges incurred during shipment BOTH to and from Sanjole. All paperwork must reflect "DDP" showing your company is responsible for duties, tax and custom fees, if this option is not chosen, Sanjole will decline delivery.**

Internal Use Only:	RMA: _____	Issue date: _____	Received: _____
	Tracking number: _____	Ship date: _____	