

# Return Material Authorization (RMA) Request Form



Please follow these steps:

1. Email your completed form to the RMA Approval Group at **RMA@bannerindustries.com** to request a Return Material Authorization number.
2. If approved, the RMA Approval Group will send a system generated RMA Acknowledgement which will include return authorization details and next steps. If denied, an email explanation will be provided.
3. Email a copy of the RMA Acknowledgement with the shipment tracking information and estimated date of arrival to the RMA Approval Group.
4. Properly package authorized return items and include a copy of the RMA Acknowledgement with the material to avoid any processing delays. The RMA number should be clearly visible on the outside of the package.
5. Ship prepaid to the appropriate address for processing.

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

Contact Name: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zipcode: \_\_\_\_\_

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

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

All returns require pre-approval. Shipments received without an RMA number will be refused. Collect shipments will not be accepted.

Qty	Part Number	Unit Sale Price	Ext Price	Sales Order #	Invoice #	Customer PO#	Order Date mm/dd/yy

Reason for Return:

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### Return Policy for Non-warranty Claims

- All returns require pre-approval from Banner Industries.
- All returns are subject to Banner Industries' return policy. Custom, non-stock, or special order items are not eligible for return.
- Returned items must be unused, 100% complete, and in their original packaging.
- Returned items are subject to a 20% restocking fee.
- Items should be returned prepaid. Collect shipments will not be accepted.
- Items should be packaged in a safe and secure manner. All returns are subject to inspection by Banner Industries at the time of receipt. Any material damaged in transit to Banner Industries will be returned to the sender and will remain their property.
- A copy of the RMA Acknowledgement must be emailed to the RMA Approval Group before the material is shipped with shipment tracking details and estimated date of arrival.
- A copy of the RMA Acknowledgement must be included with the material being returned. Failure to do so may result in a delay in processing your return.
- The RMA number should be clearly visible on the outside of each pallet or box in your return shipment.