



**Unit109, 3840 Jacombs Rd, Richmond, BC V6V 1Y6 Canada**  
**Phone: 778-297-6808**  
**Toll Free: 1-877-618-2828**  
**Email: rma@vjsupplies.com**

## RMA REQUEST FORM

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

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

RMA NO. \_\_\_\_\_

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

Date \_\_\_\_\_

Qty	Item	Invoice Date	Invoice #	Problem Description

Note:

- Please complete and return this form to us
- An RMA number must be obtained before returning any defective merchandise.
- RMA numbers are valid for 7 business days, The merchandise must be received within 7 business days of the issuance date. Expired RMA numbers will be rejected.
- RMA shipments must be sent prepaid to VJ; collect shipments will be rejected and returned at the customer's expense.
- VJ is not responsible for merchandise lost or damaged during shipping, nor is VJ responsible for the loss of data, application software and/or removable storage media while the merchandise is in VJ's possession. It is the customer's responsibility to back up any data and/or operating & application software before returning any merchandise.
- The above warranty policies do not extend to any merchandise that is physically damaged as the result of misuse, natural disaster, mishandling, shipping, improper installation or testing and/or tempering by the user(s).

Receive Date \_\_\_\_\_

Receive By \_\_\_\_\_