



1364 S. Marion Court, City of Industry, CA 91745 Tel: 626.723.7872 Fax: 626.723.7889 Email: rma@l-hardware.com

## RMA REQUEST FORM

Please complete this form and submit to us by email or fax.

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

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

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

Telephone No. : \_\_\_\_\_ Fax No. : \_\_\_\_\_

**Internal Use Only**

Order#	Date of Purchased	QTY. of Returns	Item No.	Product Description	Reason for Return

If you are not pleased with your purchase, we are glad to refund your money, less any applicable shipping and restocking fee listed.

**Please read the following RMA policy :**

- Products are returnable except special or custom or used orders.
- Customer must sign RMA Request Form. RMA# will be issued by L-Hardware when customer agrees to the terms & conditions.
- **Unless it is manufacturer's defect**, all returns including **replacement** and **repairs** must be shipped freight **PRE-PAID** by the customer.
- The RMA# must be visible on the outside of the carton. A copy of the RMA authorization form must be in the box of return product.
- Customer has ten (10) days from RMA issue date to return product.
- Returns must be requested within ten (10) days of invoice date with the approval of L-Hardware in saleable condition.
- For promotional items, all sales are final.
- Refund will be issued based on the invoice price at the time of sale, and we will refund the amount to the same credit card that you made the purchase. A 30% restocking and/or 10% re-packing fee will be assessed.
- L-Hardware shall not be liable for any incidental or consequential damage resulting from the products or use of the product.
- L-Hardware WILL NOT be held responsible for any labor, installation and/or replacement charges sought after by the purchaser or a third party.
- Any items returned to L-Hardware without approval and RMA# will not be accepted and returned at the customer's expenses.
- All L-Hardware products are warranted, however any tampering will void the warranty.
- All returned items must be unused L-Hardware products, sent complete, with original packaging, without missing parts.
- Shortage claims must be made within seven (7) days from the date of material receipt. L-Hardware will not be responsible for any claims made after seven (7) days from the date of material receipt.
- L-Hardware shall have no obligation under this warranty for damages caused by abuse, temperatures below 33°F and above 180°F, misuse, accident, improper installation, salt water damage, unauthorized repair, normal wear and tear or damage during shipping.

\*This warranty is in lieu of all other warranties, expressed or implied, including but not limited to the implied warranties or merchantability and fitness for particular purpose.

**Must Fax Back for a RMA# before Returning. Any Items Returned without RMA# will not be Accepted.**

**I have read and acknowledged the conditions above.**

Customer Signature : \_\_\_\_\_ Date : \_\_\_\_\_