

# Return Merchandise Authorization (RMA) Request Form



## Account Information

(\*) Please fill in each column of star marks.

Address		Billing Address (if Different)	
(*) Company		Company	
Address Line 1		Address Line 1	
Address Line 2		Address Line 2	
City, State		City, State	
Zip Code		Zip Code	
Country		Country	

Contact		Purchase Order	
*Contact Person		*Invoice No *(Sales Order)	
Position		*Customer PO	
Office Phone		*Shipping Date	
Mobile Phone			
Fax		*Issue Date	
*Email		*Original Unit Price of Product	

## Product to be Analyzed

*Part Number			*Failure Quantity
Please provide information on the following sections:			
<b>A</b>	<b>*Detailed information of product</b> Has product been used in production? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many units have been used? <input type="text"/> Pieces How many units are in inventory? <input type="text"/> Pieces Has product been shipped to end customer? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many units have been delivered? <input type="text"/> Pieces		
<b>B</b>	<b>*Environmental Conditions</b> Application: <input type="checkbox"/> Indoor <input type="checkbox"/> Outdoor Temperature/Humidity <input type="text"/> °C <input type="text"/> %RH		
<b>C</b>	<b>*Failure type</b> Please check failure type	<input type="checkbox"/> Appearance issue <input type="checkbox"/> Functional issue <input type="checkbox"/> Shortage of shipment <input type="checkbox"/> Other <input type="text"/>	

<p><b>D</b></p>	<p><b>*Test method</b> (Select the method used, if apply)</p>	<p><b>1. Appearance inspection</b> <input type="text"/></p> <p><b>2. Functional test</b>  <input type="checkbox"/> GPS/GNSS <input type="checkbox"/> Wi-Fi <input type="checkbox"/> 4G/3G  <input type="checkbox"/> Open Short <input type="text"/>  <input type="checkbox"/> Other <input type="text"/></p> <p><b>3. Temperature test:</b>  <input type="checkbox"/> High temperature: <input type="text"/> °C, <input type="text"/> Hours  <input type="checkbox"/> Low temperature: <input type="text"/> °C, <input type="text"/> Hours</p> <p><b>4. Vibration test:</b>  Axis: <input type="text"/> (ex. x, y, xy, -xy)  Waveform type: <input type="text"/> (ex. sine, square, triangle)  Frequency: <input type="text"/> Hz  Duration: <input type="text"/> Hours</p>
<p><b>E</b></p>	<p><b>*Suspected Fault Description</b> Provide as detailed description as possible. Also, attach all relevant pictures/drawings or sketches to the return email.</p>	<div style="border: 1px solid black; height: 100px;"></div>
<p><b>F</b></p>	<p><b>*Return Product</b> If the product is delivered for inspection, it will need to be sent back to the customer.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p><b>G</b></p>	<p><b>*Analysis Report Required</b></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Warranty and Returns Conditions

1. Please complete “**Return Material Authorization (RMA) Request Form**” in full and e-mail to [RMA@taoglas.com](mailto:RMA@taoglas.com). Taoglas will then respond to customer by phone within 48 hrs of receiving **RMA Request Form**. Please include any relevant material i.e. pictures, drawings etc.
2. Upon receiving above information, Taoglas will first confirm whether there is a potential problem that may be covered by warranty or replacement service. If this is the case, you will be issued RMA # and an **RMA Acknowledgment Form** that confirms your request within 2 business days.  
**Note:** Return goods will not be received under any circumstance without **RMA Acknowledgment Form** and RMA #. Unauthorized returns or freight collection returns will be returned to you at your expense.
3. Once you have the RMA # and Acknowledge Form, re-package the product, and attach the **RMA Acknowledgment Form** on the outside of the package.  
**Note:** Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by inadequate packing, original protective packaging or an equivalent substitute must be used and all parts must be packed securely inside the external shipping carton to prevent mechanical damage.
4. Send the product to the return location written on the issued **RMA Acknowledgment Form**. All products must be returned freight prepaid within 30 days of obtaining an RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within the 30 days, please contact [RMA@taoglas.com](mailto:RMA@taoglas.com) to get a new RMA.
5. On dispatch of the goods please email a copy of this form along with the Waybill number to [RMA@taoglas.com](mailto:RMA@taoglas.com)  
**Note:** We will not accept unauthorized returns or freight collection returns; we will return these to you at your expense. If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material. Taoglas will reject any returns without a valid RMA #.
6. RMA department will evaluate all products returned for analyze to determine warranty coverage and will provide analyze report if customer required.
7. Taoglas will invoice you the purchase price of the replacement product and freight charges if the warranty or replacement service has been voided because of tampering, removal of components, improper maintenance, or any other reason as further set forth in the Limited Product Warranty or if Taoglas has not received the defective merchandise within thirty (30) days after receiving the RMA documents. See Section 8 Terms & Conditions page for full details relating to product warranty and liability <http://taoglas.com/contact/terms-and-conditions>  
**Note:** The destination country importation, compliance with the relevant export controls, and customs clearance may impact actual delivery times.
8. Taoglas will provide RMA Analysis Report, if it is requested from the customer (See section G).  
If RMA Team do not receive any feedback or remark within 2 weeks, RMA case will be closed as solved and accepted case.