

# RMA FORM



ONE WORLD WIRELESS

## Customer RMA Request Form

Date : \_\_\_\_\_

Customer # :

Contact Person :

Company Name :

Address :

Telephone :

E-Mail :

Order Number	Order Date	Item Description	SKU	Problem Description

### RETURN POLICY:

(1) Only defective items in the original packaging will be accepted for a return without a restocking fee. (2) Returns will not be accepted for any items that are non-defective, ordered in error or did not sell. (3) Customer accepts responsibility of inspecting the shipment package upon its arrival and documenting any damages. If the package arrives damaged, customer must document and provide pictures to their One World Wireless account manager within 72 hours so a claim can be opened with the shipping carrier. (4) Customer must thoroughly inspect all items upon receiving the package to ensure no products are damaged, missing or sent in error. If any items are incorrect, damaged or missing the customer must notify their One World Wireless account manager within 72 hours to be eligible for credit or replacements. (5) Customer is responsible for all shipping charges to/from their location for any return or exchange requested. (6) If a return or exchange is approved that is non-defective, ordered in error or did not sell it is subject to a 25% restocking fee. (7) Exchanges will only be accepted for items that are in original packaging. Customer can submit an RMA request for a return or exchange in their One World Wireless account. Home > Policy > Product Return / RMA. (8) Please allow 7-10 business days for all requests to be reviewed and processed, including the issue of store credits. All approved returns will receive store credit to be applied on a future order. No refunds are issued.