



When you need a part... we get it.

Return Material Authorization (RMA) Request Form				Instructions	
Customer # :		Date :		1. Fill out the RMA request in its entirety	
Customer Name:				2. Return your request via email or fax:	
Address:				RMA@SundbergAmerica.com	
				Or Fax: 800-344-3309	
City:		State:	Zip:	3. Your request will be processed within 48 hours and the approved RMA form will be returned. Please choose a delivery method:	
Phone:				E-Mail	
Email:				Fax	
Fax:					

All returned parts must be unused and returned in the same new condition in which they were originally received. All parts must be in the original packaging, and include proof of purchase. Any items returned used, damaged in any way, or missing components will not be refunded. **Return policy is 100 days from date of invoice.** Special order parts are not eligible for return. No returns will be accepted on any installed or electrical parts. Warrantied items **MUST** include model and serial number to receive credit

Specify Return Location: (If not being returned to Chicago Main location):

	Return Code	Part Number	Invoice Number	Invoice Date	QTY	PO # or Reference #	Model and Serial # (For Warranty Claims)
1							Model #: Serial #:
2							Model #: Serial #:
3							Model #: Serial #:
4							Model #: Serial #:
5							Model #: Serial #:
6							Model #: Serial #:
7							Model #: Serial #:
8							Model #: Serial #:

Return Code: **C:** Core Return **W:** Warranty Return **D:** Damaged Part **S:** Shortage **N:** Standard Return

In the event Sundberg America is unable to credit any parts on the return, per our policy, please check one box:

Customer authorizes Sundberg America to discard any parts that have been denied return credit

Customer requests Sundberg America to return any parts that have been denied credit back to the customer at their expense

Returns without a valid RMA number will not be accepted.