



SAESHIN
AMERICA

RMA# Required Before Processing / Shipping

RMA#

Date Issued

Return Merchandise Authorization (RMA) Request Form

STEP 1. Choose Return Process (Please check the corresponding box:)

Standard Repair

The product(s) or problem(s) is/are NOT covered by warranty. Fees (plus regular ground shipping) will be charged based on the details of the repair that is necessary. Repair confirmation REQUIRED ONLY for repair estimates OVER \$200 per item. **CREDIT CARD REQUIRED.**

Warranty Repair

Repair cost plus return regular ground shipping will be covered. MUST provide copy of **ORIGINAL INVOICE/PROOF OF PURCHASE** for repair and return. Must comply with warranty terms.

STEP 2. Customer Information

Customer/ Company Name _____ Seller _____
 Shipping Address (Street, City, State, & Zip Code) _____
 Billing Address (Street, City, State, & Zip Code) _____
 Phone _____ Email _____ Contact Person _____

STEP 3. Product Information

Q'ty	Model	Serial Number	Problem	Order/Invoice #

NOTES:

STEP 4. Credit Card Information (Please check the corresponding box:)

VISA Card Number _____ Security Code _____
MasterCard Name on Card _____ Expiration Date _____
American Express Signature _____ Billing Zip code _____

- Contact SAESHIN AMERICA, INC. for a **RMA#** & clearly **MARK this RMA#** on the **OUTSIDE of the box**.
- Fill out this RMA form** in its entirety and **enclose a COPY** in the box with the defective/non-working product(s).
- ORIGINAL PROOF OF PURCHASE** must include original order number and date in order to verify WARRANTY COVERAGE. Please **enclose a COPY**.
- Ship the authorized product(s) **PREPAID** in original/secure packaging using original/suitable box within 30 days of this request.
- NO COLLECT SHIPMENTS WILL BE ACCEPTED without prior written authorization from SAESHIN AMERICA, INC.
- SAESHIN AMERICA, INC. will NOT be responsible for Loss or Damage during transit (to SAESHIN AMERICA, INC.).
- All returned defective/non-workings products are subject to inspection and repair upon receipt. Items NOT in compliance with Return/Repair Policy will be REJECTED.
- STANDARD REPAIR (applies ONLY to estimates OVER \$200 per item)**: An estimate of the total cost to repair your product(s) and a description of the problem(s) will be notified via e-mail. Repairs will NOT be initiated until the customer ACCEPTS/CONFIRMS the estimate. If approval/confirmation is **NOT** received via e-mail **within 45 days** of the of the estimate being set, your product(s) will be considered **abandoned** and will be **disposed** of by Saeshin America, Inc.
- WARRANTY**: Accidental misuse, abuse, inappropriate installation, and/or failure to perform directed maintenance in accordance with our user manual will **VOID** the warranty. Replacement/repaired items assume the remaining warranty period of your original item covered by warranty.
- Please allow 2 to 3 business days (excluding transit time) to complete the warranty/standard repair service.
- Returned items are required to be cleaned and sterilized prior to shipping.
- Returns may be subject to diagnostic, sterilization and/or 25% restocking fee.

Please return defective/non-working product(s) to:

SAESHIN AMERICA, INC.
216 TECHNOLOGY DR., STE. F
IRVINE, CA 92618

Tel. 949-825-6925
 Fax. 949-825-6926

E-mail. ssa@saeshin.com
 Website: www.TrausUS.com

Warranty is based on 1 YEAR from invoice date. *Please attach original purchase invoice.*

Accept Repair/Return Policy