



TNA International Corp.
 7070 Lyndon Ave.
 Rosemont, IL. 60018
 TEL: (847) 803-1300 RMA FAX: (847) 803-1302 EMAIL:rma@tnacom.com

RMA REQUEST FORM

Company/Customer Name:				Sales Person:	
Address:			Contact Person:		
City:	State:	Zip:	Phone:	Fax:	

RMA Policy:

- * Contact your Sales Representative for assistance if you do not receive a response to your request for an RMA Number within 24-48 working hours.
- * RMA numbers will not be issued without filling in the invoice number, serial number, invoice date, item code or a description of the problem for each returned item.
- * RMA numbers are only VALID for 14 DAYS. Merchandise received without RMA number and unauthorized items will be refused at the customer's expense.

- * All RMA shipments must include an approved RMA Request Form and the required copies of Invoices.
- * 2nd RMAs will not be accepted without the 1st RMA's packing slip and the corresponding old invoices.
- * Claims for shipping errors or damage in shipping must be mad within 48 hours of receiving the merchandise. These claims will not be accepted after 48 Hours.
- * Returned merchandise is subject to the lower of either a 20% restocking fee or a credit at the current market value.

- * Credit will not be given 15 days from the date of invoice.
- * All DOA items and request for credit items must be received within 5 days from the issuing date.
- * Merchandise returned in open boxes or with broken seals will not qualify for credit. Merchandise received in this condition will be replaced with the same item.
- * Only merchandise returned in original condition may qualify for credit. TNA reserves the right to issue or refuse credit.

- * It is not necessary to ship the full kits back to TNA when returning defective components. Ship only the defective components themselves.
- * TNA reserves the right to replace requested parts that are not available with either an equivalent or better part.

- * A credit at current market value will be given in case a replacement is not possible.
- * Discontinued merchandise will not be accepted by TNA. Customer should contact manufacturer directly. We do not accept cross shipments with RMAs.

Item Code	Qty	Serial Number	Invoice NO.	Invoice Date	Specific Problem Description

RMA USE ONLY	RMA # :	ISSUER :	ISSUE DATE :
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