



Return Authorization Request Form

Attn: Barbara Saint Fax 888 265 8652
 Email Barbara@collinsdistributing.com

Return all products to 3326 Commercial Pkwy Memphis TN 38116

<p>RA #</p> <p>Date</p>

Company

Contact Name

Name. _____

Name. _____

Phone No. _____

Address: _____

Fax or Email _____

City, State _____

Quantity	Item Number	Serial Number	Invoice Number	Date of Purchase	Reason for Return
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Supply Return Policy

Supply returns must be accompanied with a configuration sheet or example of the problem, showing the amount of usage from the item. Partial credit will be issued for the unavailable portion not yielded from the item. No credit will be issued for toner cartridges unless it is a mechanical malfunction because yields are an estimate from the manufacturer.

Hardware Return Policy

Hardware returns must be approved by our service department and are different for each manufacturer. Sharp offers replacement parts to repair defective hardware for a period of 90 days from date of purchase. They do not take back hardware, unless it has been deemed non repairable by one of Sharps technician. For Sharp dealers and CCR the Sharp service technician must go to your location and, with the help of your factory trained technician, deem it non repairable. Toshiba has a 90 day parts warranty from date of purchase. However, the exception to the rule; if a part is over \$100 it is a 3 year warranty. Samsung has a 1 year parts warranty for hardware repairs.

Instructions:

- Return Authorization Request will be authorized, assigned RA #, and the form will returned by fax. (Please be sure to include your fax number on the form.) Return Authorizations will be issued for exchange or repair within 30 days of purchase date. Please send a sample of problem with all returns.
- Include copy of invoice/packing slip showing purchase of item to be returned (serial number must match invoice)
- Returned equipment must be in the original box and packing with all attachments, cartridges, cords, manuals, etc. All equipment returned with insufficient packaging or improper shipping will be returned to customer at customer's expense.
- RA # must appear on the label only and a copy of this form must be enclosed.(PLEASE DO NOT WRITE ON BOX)
- All defective items will be checked for defects. If none are found the item will be returned to customer at customer's expense.
- All items returned with out accessories will be deducted from credit.
- Collins Distributing reserves the right to include a restocking fee for any item.