**RETURN MATERIAL AUTHORIZATION (RMA) FORM**

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| --- | --- |
| **RMA Number** |  |
| **Date Issued:** |  |
| **Issued by:** |  |

|  |  |  |
| --- | --- | --- |
| **RMA Instructions:**    Products purchased from Proximus LLC may be returned to Proximus LLC by following these steps:  -Contact Proximus LLC at info@proximus.com.ua to obtain an RMA number.  -Completely fill out this form, and place the form in the box with the item(s) being returned.  -Clearly mark the outside of the box with the RMA number.  -Ship the item(s) to: **Proximus LLC**  Shipping address:  **34 Uspishna St., 03189, Kyiv Ukraine** T: +380 (44) 494-26-07 F: +380 (44) 494-23-34 E-mail: info@proximus.com.ua  **All items returned to Proximus LLC must be placed in original boxes along with all accessories**    Please refer to Proximus LLC RMA Policy for complete details regarding product returns. | **Company Name\*** |  |
| **Address\*** |  |
| **City\*** |  |
| **Zip/Postal Code\*** |  |
| **Country\*** |  |
| **Phone Number\*** |  |
| **Fax Number** |  |
| **Email\*** |  |

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| --- | --- | --- | --- |
| **Returned Item(s)** | | | Send Replacement  (Y/N)**\*** |
| Description\* | Quantity | Reason for Return**\*** |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Serial number: \_\_\_\_\_\_\_ | \_\_\_\_\_ |  |  |

**Additional Comments:**

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| **Disposition (To be completed by Proximus LLC)** | | | | |
|  | Returned to customer, no problem found |  |  | Non-Warranty replacement |
|  | Warranty repair, repaired and returned to customer |  | Not repairable, informed customer |
|  | Non-Warranty repair, repaired and returned to customer |  | Other: |
|  | Warranty Replacement |

**Fields marked with \* are mandatory**

**PROXIMUS LLC RMA PROCEDURE**

All returns require an RMA number. Contact Proximus LLC via email at sales@rigma.lt to obtain an RMA number. Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned, a Proximus LLC representative will send you an RMA form. Completely fill out the RMA form, and place the form in the box with the item(s) being returned. Clearly mark the outside of the box with the RMA number. Products will not be accepted by Proximus LLC for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

# Stock Returns

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Stock returns must be made within thirty (30) days of the invoice date. Authorization of stock returns is at the sole discretion of Proximus LLC. If a stock part is authorized for return and is a customer error, 25% of the purchase price will be applied as a standard restocking charge. Parts must be new, unused, and contain all the original packaging, instruction manuals and accessories. There is no restocking charge due to errors by Proximus LLC if correct order information was furnished with the order.

# Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer’s account in accordance with Proximus LLC standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

# Non-Warranty Returns

If the customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Proximus LLC will advise the customer of the estimated cost of the repair. Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

# Transportation Charges

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned Product unless agreed otherwise, and the customer must ensure that the product is appropriately packaged. Products shipped to Proximus LLC freight collect will be refused. Shipping damages resulting from improper packaging will be the customer’s responsibility. After repair, Proximus LLC will return the product ground freight prepaid for in-warranty items. For any other shipment method, customer must pay the difference in freight. Non-Warranty items will be invoiced for any parts, labor, and shipping charges. Products will not be accepted by Proximus LLC for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

By choosing to request an RMA number from Proximus LLC, it is implied that the customer has agreed to the terms of the Proximus LLC RMA Policy.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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