



# RETURN MATERIAL AUTHORIZATION FORM

Please completely fill out the form, and FAX it back to 310-538-3200. Keep in mind that incomplete forms will not be processed.

RMA #: \_\_\_\_\_ Sales Rep. \_\_\_\_\_ Date: \_\_\_\_\_

Company Name: _____	Account #: _____
Address: _____	
Contact: _____	Tel. _____ Fax. _____ email: _____

QTY	MODEL	INVOICE #	DATE OF PURCHASE	ESN/IMEI	PROBLEM DESCRIPTION

Actions Taken by TW: _____ _____
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- Before any RMA # is issued the customer must first FAX or e-mail a copy of the original invoice attached to the RMA form completely filled out.
- Any phone being returned must have less than 30 minutes talk time, anything higher will not be accepted.
- All returned items must have the RMA # marked on the outside of the box. Any packages returned without a RMA # on the outside will be refused. RMA #'s are valid for 15 days from the day it was issued.
- All products must be returned complete and in its original condition, packaging, and with its original instructions.
- Any returns made by Titanium Wireless on behalf of the customer are subject to an estimated turn around time of 4-6 weeks. All shipping or additional charges will be billed to the customer. Titanium Wireless will obtain prior approval from the customer on out of warranty repairs that may require additional charges.
  
- No Refunds, exchanges, or credits will be issued on any product.