# 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 |
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Actions Taken by TW: _____

• 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.