

# Peter J. Phethean, Ltd.

## *RETURN AUTHORIZATION – FAX FORM*

INSTRUCTIONS: Complete form and fax to (714) 990-0137. For more info call (562) 691-8248.

Customer Name: \_\_\_\_\_ Customer No.: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov.: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Email: \_\_\_\_\_

Fax: ( ) \_\_\_\_\_ - \_\_\_\_\_ Tel.: ( ) \_\_\_\_\_ - \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Item No.	Serial No.	PO No.	Invoice No.	Problem (be specific)

Type of Return:       Warranty       Out-of-Warranty

### *PETER J. PHETHEAN, LTD. RETURN POLICY*

1. Warranty is void if PJP, Ltd. finds the product has been abused, altered, or disassembled without authority. Physical damage from shipping is not excluded unless notified within 3 days of receipt.
2. Warranties are based on original purchase date. RMA does not extend warranty period.
3. **No Trouble Found** returns are charged with a **\$35.00** bench test fee plus return freight COD. Please test product before returning to save us both time and money. **This includes D.O.A. merchandise returned for credit.**
4. PJP, LTD. will not be responsible for items not listed on this form (manuals, cables, etc.)
5. Turn around time varies according to manufacturer's policy.
6. Refurbishment/replacement of *Out-of-Warranty* product varies. Please call for estimate.
7. All returns must be packaged with two inches of foam on all six sides of each item. Improper packaging will void warranty.
8. RMA numbers good for 10 days. Returns received after 10 days will be refused.
9. Ship all returns to: **Peter J. Phethean, Ltd., 363 Cliffwood Park #C, Brea, CA 92821-4106.**

Authorized Signature Required: \_\_\_\_\_