



1364 S. Marion Court, City of Industry, CA 91745 Tel: 800.606.8738 Fax: 888.606.8738 Email: rma@customizedlock.com

RMA REQUEST FORM

Please complete this form and submit to us by email or fax.

Contact Name : _____ Company Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. : _____ Facsimile No.: _____

Internal Use Only

Order#	Date of Purchased	QTY. of Returns	Item No.	Product Description	Reason for Return

Please read the following RMA policy :

- Customer must sign RMA Request Form. RMA# will be issued by CustomizedLock.com when customer agrees to the terms & condition.
- **Unless it is manufacturer's defect**, all returns including **replacement** and **repairs** must be shipped freight **PRE-PAID** by the customer.
- The RMA# must be visible on the outside of the carton. A copy of the RMA authorization form must be in the box of return product.
- Customer has ten (10) days from RMA issue date to return product.
- Returns must be requested within ten (10) days of invoice date with the approval of CustomizedLock.com in saleable condition.
- For promotional items, all sales are final.
- Refund will be issued based on the invoice price at the time of sale, and will refund the amount to the same credit card that you made the purchase. A 30% Restocking and/or 10% repacking fee will be assessed.
- CustomizedLock.com shall not be liable for any incidental or consequential damage resulting from the products or use of the product.
- CustomizedLock.com WILL NOT be held responsible for any labor, installation and/or replacement charges sought after by the purchaser or a third party.
- Any items returned to CustomizedLock.com without approval and RMA# will not be accepted and returned at the customer's expenses.
- All CustomizedLock.com products are warranted, however any tampering will void the warranty.
- All returned items must be unused CustomizedLock.com products, sent complete, with original packaging, without missing parts.
- Custom orders are not returnable.
- Shortage claims must be made within seven (7) days from the date of material receipt. CustomizedLock.com will not be responsible for any claims made after seven (7) days from the date of material receipt.
- CustomizedLock.com shall have no obligation under this warranty for damages caused by abuse, temperatures below 33°F and above 180°F, misuse, accident, improper installation, salt water damage, unauthorized repair, normal wear and tear or damage during shipping.

* This warranty is in lieu of all other warranties, expressed or implied, including but not limited to the implied warranties or merchantability and fitness for particular purpose.

Must Fax Back for a RMA# before Returning. Any Items Returned without RMA# Will Not be Accepted.

I have read and acknowledged the conditions above.

Customer Signature : _____ Date : _____