



CCW Services, LLC

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# CCW Systems Return Material Authorization

## Instructions

- Read our warranty and return policies.
- Make sure you have completed the manufacturer warranty registration form as requested by the manufacturer.
- Make every effort to comply with the manufacturer warranty policies before requesting an RMA from CCW Systems. If this fails, we do everything we can to assist you getting your product warranty issue resolved.
- **Do not** return any products to CCW without the RMA number assigned to the return. Returned merchandise without the proper RMA and proper packaging will not be accepted or returned at your expense.
- A copy of the RMA with the RMA number must be enclosed in the package.
- The shipping package must have the RMA number visible on the outside of the package.
- The RMA request form must be filled out completely and legibly for proper processing. Applications with incomplete information or unreadable will not be processed.
- The RMA instructions sent in reply to the application must be followed for proper processing of the return.
- Do not include any product not specifically requested in the return. CCW is not responsible for any added material or products.
- Ensure the return is properly packaged for shipment. Neither CCW nor the manufacturer is responsible for damages in shipment.
- You should consider insuring your return with the carrier for shipping damage.
- You are responsible for return shipping charges.
- The RMA issued is valid for 10 days from the date of issuance – returns not shipped within 10 days will not be accepted.
- Returned repair shipping is according to the manufacturer's repair return shipping policy.

The completed Return Material Authorization (RMA) application can be faxed, e-mailed, mailed or sent by other carrier.



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## CCW Systems Return Material Authorization

### Application

By submitting this application you have confirmed that you have read and complied with the application instruction and requirements

<b>CCW Use Only</b>
Date: _____
Manu RMA # _____ CCW RMA # _____
Ship To Address:
Special Instructions:

### Customer Information

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

Address \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Product Name / Description \_\_\_\_\_

Manufacturer \_\_\_\_\_ CCW Model / Part #: \_\_\_\_\_

Serial Number: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

Invoice / Receipt Number: \_\_\_\_\_ Manufacturer Card Returned? \_\_\_\_\_

Specific Problem

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