RMA #:_____

Date:_____

Return Authorization Form

Email _____

First name _____

Last name _____

Dealer Name _____

Manufacturer _____

ELICA

Model Number _____

Serial Number _____

Quantity _____

Original PO Number _____

Reason for return _____

_____

File upload(s)	☐ yes	☐ no
Re-Ordered	☐ yes	☐ no
Is the item in the original container?	☐ yes	☐ no
Has item been removed from the container?	☐ yes	☐ no
Is the unit factory fresh?	☐ yes	☐ no
Is the packaging factory fresh?	☐ yes	☐ no
Has the item been installed?	☐ yes	☐ no

Condition of Item (be as detailed as possible)

_____

_____

Terms and Conditions Acknowledgement (Required)

RMA Terms & Conditions

- No merchandise will be accepted without an approved return authorization.
- Returned items will be refused if not returned in the condition stated on this form. If a good stock return comes back to our warehouse and either the unit is not factory fresh, or the packaging is not factory fresh credit will not be issued.
- All returned items except service returns are subject to a restocking charge.
- All items must be inspected by a SEA Territory Manager prior to submitting return request.
- No item can be returned without this form being completed in its ENTIRETY.
- All items must be returned in original containers unless otherwise noted.
- The signed receipt of original delivery by dealer's drivers, agents, and/or courier services confirm that products were received in acceptable condition.
- Special order items CANNOT BE RETURNED.
- A copy of the Return Authorization must accompany shipment.
- All products MUST BE RETURNED BY THE RETURN DATE STATED ON ISSUED RETURN AUTHORIZATION FORM.
- 15% Restocking fee

Managing Freight or Concealed Damage

A. If outer box has meaningful visible damage. Refuse it or ask to open to inspect before accepting shipment. Please maintain photos of the damage.

B. All concealed damage will require the involvement and approval of your SEA Territory Manager. Photos will be required for SEA to move forward in handling the claim in your best interest.