



11315 Sunrise Gold Circle
Suite D
Rancho Cordova, CA. 95742
(916) 851-7330
RMA Fax: 916-851-7334

RMA Request Form

Returns Warehouse
11315 Sunrise Gold Circle Suite D
Rancho Cordova, CA. 95742

Please complete this form and either fax it to 916-851-7334 or E-mail it to RMA@ftgroup.com

Company Name			
Address			
City, State & Zip			
E-mail Address			
Phone Number:			
Fax Number:			

Date:	
-------	--

Contact Name:	
---------------	--

Acct. Manager:	
----------------	--

PO Number:		FTG Invoice:		Type of Return:	
				<input type="checkbox"/> Mis-Shipped <input type="checkbox"/> Defective <input type="checkbox"/> Other _____	
FTG Part Number	Qty	Product Description	Serial Number	Reason for return	

RETURNS CANNOT BE ACCEPTED INTO OUR WAREHOUSE WITHOUT A VALID RMA NUMBER CLEARLY LABELED ON THE PRODUCT.

If you discover that you have ordered an incorrect product, notify your account representative within 10 days of receipt of shipment. A restocking fee may be necessary to cover the cost of returning the product to the manufacturer. In no case will this fee be more than 15%.

DO NOT WRITE ON THE MANUFACTURER'S BOX. Please double box returns that were not shipped in the manufacturer's original packaging.

Be sure that your return is complete with all accessories and original packaging. CHARGES WILL BE INCURRED FOR MISSING ITEMS AND PACKAGING. The manufacturer will charge us a fee for missing items and we will pass this charge through to you.

Please remember these items in order for FTG to process your return in a timely manner

- Use the original manufacturer's boxes and packaging when returning DOA product.
- Do not write on any boxes.
- All returns must be complete, including accessories, cables, manuals, and software.
- RA numbers must be clearly printed on the return-shipping label
- RA numbers are only valid for 30 days from the date of issuance.
- Products such as laptops must be in the original box and then re-packaged in a plain shipping carton prior to shipping to insure proper security and handling.

I understand and agree with the above statements. Signature: _____ Date: _____

Folsom Technology Group use only:

Vendor Name		To Vendor		Credit Memo	
RMA Number		To Inventory		Dynamics Credit	
Vendor Rcvd:		Processed By		Dynamics Return	
Date Issued:		Tracking Number		Accounting	