



US DRIVES, INC.

P.O. Box 281

2221 Niagara Falls Boulevard

Niagara Falls, New York 14304-0281

Tel: (716) 731-1606 Fax: (716) 731-1524

Visit us at www.usdrivesinc.com

RMA Request Form

To obtain a valid Return Material Authorization (RMA) number, this form must be filled out and returned to US Drives, Inc. Do not ship equipment to US Drives, Inc. without a valid RMA number. Please read the RMA POLICY INFORMATION sheet attached before filling out form. Fax completed form to: (716) 731-1524 or email to: sales@usdrivesinc.com or kathy@usdrivesinc.com

Bill To Address	
Company Name	
Street Address	
City, State Zip	
Contact Name	
Phone Number	
Fax Number	
Email	

Ship to Address:	
<input type="checkbox"/> Check here if same as Bill to Address	
Company Name	
Street Address	
City, State Zip	
Contact Name	
Phone Number	
Attn	

Payment and Shipping Information:

PO Number		Card Billing Address	
Credit Card Info	<input type="checkbox"/> M/C <input type="checkbox"/> VISA <input type="checkbox"/> AMEX <input type="checkbox"/> DISC	Billing Zip Code	
Credit Card #		Shipping Method <input type="checkbox"/> Ground <input type="checkbox"/> Next Day	
Expiration Date		* See #12 on attached policy sheet	
CSC#	<small>*From back of card</small>		

Part Number / Description of Returned Items: (Attach additional sheets if required)

*Model No.	*Serial No.	*Return Reason

Evaluation Needed Prior to Repair Emergency Repair Requested (See #9 on policy sheet)

***REQUIRED INFORMATION:**

Description of Problem / Special Instructions: Please be specific.

Customer Signature: _____ Date: _____
(A signature is required to process your request)



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RMA POLICY INFORMATION

1. Before any product is returned, it is the responsibility of the customer to contact US Drives, Inc. in order to be issued a Return Material Authorization (RMA) number. Equipment returned with no RMA number will be refused delivery and returned to the sender at their expense.
2. Equipment being returned must be properly boxed and shipped via best way with the freight **prepaid**. It is your responsibility to properly package the product to prevent damage during shipping. In the event of shipping damage, additional repair charges will be included on the invoice. This applies to both warranty and non-warranty returns. Units returned freight collect or C.O.D. will be refused.
3. A purchase order number must be submitted prior to a RMA number being submitted for any non-warranty repair work being completed.
4. Warranty period is determined by serial numbers. Where warranty is questioned, final determination lies with US Drives, Inc.. All serial numbers that cannot be identified or cannot be verified will be considered non-warranty items.
5. In terms of the Warranty, US Drives, Inc. will, at its option, repair or replace products that are defective in material or workmanship. As such, only parts and labor are covered by US Drives, Inc..
6. Warranty equipment will be repaired or exchanged (under certain guidelines) under warranty, unless it is determined that the reason for repairs is the result of a customer action. In this case, the repairs will be suspended until the repair price is approved.
7. All billable repairs will be warranted by US Drives, Inc. for **one year** from the date of the repair.
8. The customer will be charged an evaluation fee (per the chart below) for units returned and found free from problems (including warranty items).
9. Units returned for repair will be repaired in order of date received. Emergency Breakdown (EB) service is available. With this option you can expect a 24 to 48 hour turnaround (not including date of receipt, Saturday, Sunday or Holidays). This **Emergency Breakdown service is available for an additional 20% of the quoted repair price (minimum charge is \$350)**. This fee is required regardless of warranty status.
10. Standard repair is quoted. If during the actual repair of the equipment additional damage is found the customer will be contacted by telephone, fax, e-mail, or a combination of these. Customer approval must be received prior to ANY work being performed.
11. If the customer decides not to go ahead with a repair after being given either the initial or a revised estimate, they will be responsible for the evaluation fee assigned to that particular unit.
12. Repaired units will be shipped freight Best Way. If next day or air shipment is requested, freight will be either collect or billed to the customers account number, regardless of warranty status.
13. Repair rates are subject to change without notice.
14. All equipment returned for evaluation and/or repair will be subject to an evaluation fee.
15. The assigned RMA number will be held for a period of 30 days. If the equipment has not been received by the end of this period, a new number must be requested.
16. A RMA number will be issued by fax or e-mail once this completed form is received.
17. Once an estimate is provided the customer has 30 days to approve repair work or arrange for the defective unit to be returned to them or scrapped. Customer will be invoiced for the evaluation fees.
18. All warranty repairs will be warranted for **one year** from the date of the repair. All warranty repairs will carry the standard product warranty.

Evaluation Fees (includes full diagnosis)

Description	Fee
PC Boards	\$100 each
Equipment / Drives	\$300 each for Drives up to 60 HP \$400 each for Drives 75 HP - 200 HP \$500 each for Drives 250 HP and larger

Payment Terms:

- Payment by Check: Remit to: US Drives, Inc., PO Box 281, Niagara Falls, NY 14304
- Payment by Credit Card: We accept: Visa, MasterCard, and American Express
- Payment by Transfer of Funds: Please contact US Drives Inc. for banking information.

Please reference your order number or invoice with payment.