



# Dignity Touch Solutions

## Return Materials Authorization (RMA) Request Form

### Document Revision History

Version	Page	Revision Content	Revised By	Date of Revision
1.0	1	Initial Release		

<b>Customer Information</b>			
<i>Company Name:</i>	_____	<i>Phone Number:</i>	_____
<i>Contact:</i>	_____	<i>Email Address:</i>	_____
<i>Return Ship Address:</i>	_____		
<i>City:</i>	_____	<i>State:</i>	_____
<i>Zip Code:</i>	_____		
<b>Customer &amp; Product Information</b>			
<i>Sales Contact</i>	_____		
<i>Dignity Part #:</i>	_____	<i>Customer Part #:</i>	_____
<i>Production Order:</i>	_____	<i>Item Cost:</i>	_____
<i>Quantity Returned</i>	_____		
<i>Reason for Return</i>	<input type="checkbox"/> Corrective Action / CAP	<input type="checkbox"/> Repair / Replacement	<input type="checkbox"/> Failure Mode Analysis

## Product Return Information Summary

No.	Product Serial No. / Product Bar Code	Reason for Return / Issue
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

## Product Return Instructions

- RMAs can only be issued by Dignity for products bought DIRECTLY from Dignity Electronics; components or subsystems purchased from distributors, VARs or other 3<sup>rd</sup> parties will not be accepted.
- Authorized RMA Numbers will expire 45 days after they are issued.
- Only the product and quantity specified on the original RMA request can be returned with the RMA Number issued by Dignity.
- If the customer needs to return additional products to Dignity, even if the model number is the same, a new RMA Number will need to be applied for.
- If Dignity received products that are not authorized for return as per the RMA number issues, Dignity will return product as is at the expense of the shipper.

## Product Labeling and Address

- The RMA Number must appear CLEARLY AND LEGIBLY on the outside of the carton(s). Any product returned without a valid RMA Number will be returned to the sender at their expense.
- Return products to the address as defined by the valid RMA authorization form.

For additional information on our warranty policy, limitations, customer service, and/or RMA guidelines, please visit our website at [www.dignity.com.cn](http://www.dignity.com.cn) or contact your local sales representative.

*Customer Signature:* \_\_\_\_\_

*Date Requested:* \_\_\_\_\_