



RMA REQUEST FORM
DALTON MEDICAL® CORPORATION
 4259 MCEWEN ROAD
 FARMERS BRANCH, TX 75244
 PHONE: 972-329-5200 x7202 FAX: 972-386-6615

e-mail: SERVICE-DALTON@DALTONMEDICAL.COM

THIS FORM WITH RMA NUMBER MUST ACCOMPANY ALL RETURNS, DO NOT RETURN WITHOUT RMA NUMBER

- RMA form must be filled out completely in order for an RMA number to be issued.** (Be specific about problem/ reason for return)
 - We cannot process your request w/o invoice or sales order number and serial number.
 - When returning merchandise please put your RMA# on your shipping label.
 - RMA#'s are only good for **30 days** from the date of issue. Any merchandise returned after the RMA number has expired and/or without RMA number on the label will be refused.
- ***THIS IS ONLY AN AUTHORIZATION OF RETURN...NOT AN APPROVAL OF CREDIT OR WARRANTY*****

CUSTOMER NO: _____ CONTACT PERSON: _____ PHONE NUMBER: _____ FAX NUMBER: _____
 SHIPPING ADDRESS: _____ CITY: _____ STATE: _____ ZIP CODE: _____

QTY	ITEM NUMBER	PROBLEM/REASON FOR RETURN	SERIAL NUMBER	INVOICE/ORDER NUMBER	INVOICE/ORDER DATE	COMMENTS

RMA Policy:

- All damage or shortage must be reported within 3 days of receipt. All freight damage or shortage must be written on BOL at time of delivery
- No refund or credit will be issued after 7 days. All returned merchandise is subject to a 20% restocking fee.
- Dalton Medical Corp. reserves the option to replace or repair defective merchandise.
- Only parts will be covered under warranty **NOT** shipping or labor.
- Due to health guidelines, the following items: Slings, commodes, cushions, shower chairs, mattresses, overlay mattresses, mattress covers, and air mattresses are **NOT** returnable under any circumstances.
- All RoHo products, Pride Lift Chairs, SPO Pulse OX Meters, all Oxygen Concentrators, all Joysticks & Power Modules and all breast pumps are warranted directly through the manufacture.
- 90 day warranty on all part purchases. The 90 day warranty begins on the date of purchase.
- ON ALL WARRANTIES PAST 30 DAYS THE CUSTOMER HAS TO SEND THE DEFECTIVE ITEM IN FOR REPAIR/REPLACEMENT**
 Warranty details are listed on the back of your packing slip and warranty begins on the date of the original transaction, not from the RMA date.

RMA#:

DATE: