



20895 Currier Road. Unit B
Walnut, CA 91789
TEL: (909) 598-0738
FAX: (909) 598-0733

RMA POLICY AND PROCEDURE

Procedures:

1. Customer must notify Kroousa of problematic goods within 7days of receipt.
2. Customer must contact Sales Rep. or CSR to obtain an RMA Request form.
3. **Customer** must fill out the RMA Request Form completely.

Form MUST INCLUDE:

- Detail of Product Code
- Description of defect
- Invoice Number

Fax these items to Kroousa:

- **Completed RMA Request Form**
- **Copy of the Invoice!!!**
- **RMA Dept. Fax: 909-598-0733**

*A missing invoice may delay the process and allow the due date to expire resulting in Expiration of Warranty.

4. RMA Dept. will notify the customer of the granted RMA number by fax or email upon Receipt of RMA request Form. Each item will be stated as Credit or Exchange based upon RMA Policy outlined below.

*once RMA number has been issue NO additional items will be accepted.

5. Kroouse must receive, verify, and confirm the RMA product with a copy of the RMA form and a copy of the original invoice in the box.
 - **The RMA number must be clearly marked on the shipping packing or it will be refused.**

CREDIT GUIDELINES FOR RETURN OF NON-DEFECTIVE OR DOA PRODUCT:

(All the above procedures must be followed to be eligible for any credit.)

There is a nominal 15% Restocking Fee on all returns not defective.

FULL CREDIT: Within **30 days of invoice date**. With exception of HOUSINGS & FACEPLATES which carries **ONLY 7DAY** of invoice date.

DEFECTIVE: All products carry a 90 Day Limited Warranty against defect for **SAME ITEM EXCHANGE ONLY**. (No exceptions) HOUSINGS & FACEPLATES carry **ONLY from 7 DAYS** of invoice date.

If you have any questions regarding your return, please contact the RMA DEPARTMENT

TEL: (909) 598-0738 X 106

FAX: (909) 598-0733