



2000 E. Carson Street Dock E45-62 Carson, Ca 90810

RMA REQUEST FORM

Service Dept – Commercial Division
 Tel: (310) 637-2105 Ext.842 Fax: (310) 830-0595
 Email: cbutsanoy@tatungusa.com
 Attn: Chev Butsanoy

Note: Please fill out completely and accurately to prevent any delay in processing your order. You should receive a response from our service representative within 48 hours.

Request Date: _____ Time: _____

<p>Service Dept. Use Only</p> <p>RMA# _____ Issued by _____ Date issued _____</p> <p><input type="checkbox"/> Warranty Repair</p> <p><input type="checkbox"/> Out of warranty repair. There will be a labor fee charge of \$ _____, this does not include parts if needed.</p> <p>** IF UNIT(S) ARE NOT RECEIVED WITHIN 60 DAYS , THE REQUEST WILL BE CANCELED.**</p>

Customer will complete the portions below:

<p>Company Name: _____</p> <p>Contact Name: _____</p> <p>Title/Dept: _____</p> <p>Telephone#: _____</p> <p>Fax#: _____</p> <p>Customer Account #: _____</p> <p>Purchased from: _____</p> <p>Email: _____</p>
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<p align="center">Shipping Address- Please Complete This Box</p> <p>Company Name: _____</p> <p>Address: _____</p> <p>City: _____</p> <p>State: _____ Zip: _____</p> <p>Attention: _____</p> <p>Department: _____</p> <p>PO#: _____</p> <p align="center">(To authorize repair for any charges)</p>

Model #	Serial Number	Invoice #/ Date of Purchase	Problem Description

Important Notice

In Warranty: We will, at our option, repair or replace the product or any parts thereof, which becomes defective, malfunctions, or otherwise fails to conform to warranty terms, at no charge to you for parts and labor.

Out of Warranty: Any product(s) submitted for service be found ineligible for warranty service, we will provide you with an estimate of the cost of repair and will repair the product upon your request.