

# RETURN MERCHANDISE AUTHORIZATION (RMA) REQUEST

Complete and email this form to [Info@djmdirectservice.com](mailto:Info@djmdirectservice.com). Do not ship a return until written authorization and routing instructions are issued.

|                               |  |
|-------------------------------|--|
| Customer / Company Name       |  |
| Order Number                  |  |
| Order Date                    |  |
| Email Address                 |  |
| Phone Number                  |  |
| Product Name                  |  |
| SKU / Model Number            |  |
| Serial Number (if applicable) |  |
| Quantity                      |  |

## Reason for Return

|                                             |                                                  |                                                    |
|---------------------------------------------|--------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Damaged in transit | <input type="checkbox"/> Incorrect item received | <input type="checkbox"/> Defective / not operating |
| <input type="checkbox"/> Missing parts      | <input type="checkbox"/> Ordered in error        | <input type="checkbox"/> Other: _____              |

## Describe the issue and requested resolution

|  |
|--|
|  |
|  |
|  |

## Package and Condition Checklist

|                                                                  |                                                      |
|------------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Item is unused / uninstalled            | <input type="checkbox"/> Original packaging included |
| <input type="checkbox"/> All accessories and manuals included    | <input type="checkbox"/> Photos attached to email    |
| <input type="checkbox"/> Safely drained / prepared if applicable | <input type="checkbox"/> Return label requested      |

## Customer Acknowledgment

I understand that submitting this request does not approve a return. The published Returns Policy applies. Items sent without authorization, missing components, or in a condition different from that described may be refused or subject to lawful deductions.

|                    |      |
|--------------------|------|
| Customer Signature | Date |
|                    |      |

## Important return-routing notice

Do not send merchandise to 777 Cherry Tree Ct, Hanover, PA 17331 unless the written RMA authorization specifically directs you there. Approved returns may be routed to a different warehouse or service location.