



2850 El Presidio St. Long Beach, CA 90810

RMA REQUEST FORM

Service Dept – Commercial Division
 Tel: 562-295-2242
 Email: service@tatungusa.com
 Fax 310-637-1844
 Attn: Ms.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 2 business days.

Request Date: _____ Time: _____

<p>Service Dept. Use Only</p> <p>RMA# _____ Issued by _____ Date issued _____</p> <p>___ Warranty Repair</p> <p>___ 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>Customer Account #: _____</p> <p>Purchased from: _____</p> <p>Email: _____</p>

<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.

Please ship all repair unit(s) to the above address listed on the upper left hand corner of the form.