



# AYCA Furniture

550 Monica Circle #102  
Corona, CA 92880, U.S.A  
Tel: (951) 284-0252  
Open Monday through Friday, Hours of Operation 8:30a.m. to 5:00p.m.

## RMA REQUEST FORM

**PLEASE FAX COMPLETED FORM TO (951) 284-0880**

COMPANY NAME ADDRESS CITY STATE ZIP CODE

CONTACT PERSON PHONE # FAX # SHIPPED VIA

SKU#	ITEM DESCRIPTION	QTY	PRICE	INV#	INV DATE	PROBLEM

Purchaser must obtain an RMA number before returning any product. To request an RMA number, Purchaser must furnish the date, invoice number, description of all items returned, the price of each item, quantity of items being returned, and the reason for requesting an RMA number. All products returned must have the RMA number prominently displayed on the shipping label outside on the package and must include all original packing materials.

- Warranty: Generally, we have a one year limited free of manufacturer’s defects.
- All items must be brought back in their original box, along with a copy of the invoice that was issued to the customer at the time of sale.
- Customers that cannot send back the items due to factors such as shipping distance should provide photos, along with a written documentation of the problem at hand. A copy of the invoice will be required in order to claim any damages.
- Should damage be a result of shipping, we do not take responsibility for the loss. A claim will have to be filed with the carrier. All visible damage to cartons or pallets must be documented and recorded immediately upon receiving.
- We will only provide parts for products that are damaged as a result of manufacture defects or faulty product. Exchanges will only be provided should we be unable to procure the proper part for the product.
- There are No Refunds.

We reserve the right to add an additional 25% restocking fee should any item be found in good working condition, which the customer insists upon returning. The balance will be kept as store credit for a period of 180 days, after which the customer forfeits the amount in question.

DO NOT COMPLETE THIS PART. FOR OFFICE USE ONLY.	
RMA #: _____	DATE RMA REQUEST RECEIVED: _____
REPLACED ON INV#: _____	DATE REPLACEMENT SHIPPED: _____
REIM. ON CREDIT MEMO#: _____	DATE RECEIVED DAMAGED ITEMS: _____