

**RMA Request Form**  
 Fax to: 952-835-9004 or  
 E-Mail to: rma@microsel.com



**RMA#** \_\_\_\_\_

RMA Numbers Valid for 15 Days

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Company Name: \_\_\_\_\_ Customer Account #: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_ Contact Fax #: \_\_\_\_\_ Contact E-Mail : \_\_\_\_\_

Microsel Invoice #	Invoice Date	Qty.	Microsel Part # from Invoice	Serial # from Component	Detailed Problem (Use additional notes if needed.)	Code	

**Please Fill Out Completely. An RMA will NOT be issued without Invoice and Serial numbers.**

Additional Notes:

**Request Codes: R=Repair X=Cross Ship / Exchange C=Credit Acct.**

1. ALL returned products must have an RMA number.
2. **NO CASH REFUNDS.** Exchanges or repairs only.
3. Generally, RMA numbers will be issued within 48 hours.
4. Please fill out form completely. All incomplete forms will be returned without an RMA number.
5. Please provide a detailed explanation for your return. If an item is defective, please state the specific reason.
6. All returned items are subject to functional testing:
7. **Note: If an item is returned and found not to be defective, a 15% restocking fee may be charged or it will be returned to you.**
8. All custom labels, adhesives and marks on returned products must be removed before they are returned.
9. All defective items must be returned to us in the original shipping carton complete with all manuals, documentation, hardware and software.
10. Do not ship any items back to us freight collect, C.O.D. or without an RMA number as they Will be refused.
11. Please reference all RMA numbers on the outside of a carton.
12. With multiple RMA products in the same carton, include ALL RMA numbers on outside of box and label all of the individual items within the carton.

**Return Items To: Microsel, Inc.**  
**Attn: RMA#** \_\_\_\_\_  
**6365 Carlson Drive**  
**Eden Prairie, MN 55346**

(For Internal use only)

**RMA# Faxed / E-mailed** \_\_\_\_\_ **Sales Order Completed** \_\_\_\_\_ **Credit Memo Completed** \_\_\_\_\_