



RMA

RMA (Return Materials Authorization) form.

Your name: _____
Company: _____
Mailing Address:

Name items originally purchased under:

Original Invoice #: _____

Reason for returns:

Please indicate your preference:

- Exchange Store Credit Refund Check Refund to Original Card

Card #: _____ Exp. Date: ____/____

RMA Label

Your name: _____ Pkg: _____
Company: _____ of _____
Address: _____

Original Invoice #: _____ RMA #: _____



RMA

Returning products purchased from Cad Company

Fill out the label and RMA form provided.

- An RMA (Return Materials Authorization) number is required for all returns received after 1/1/2017. You can get an RMA number from Cad Company by phone or e-mail.
- If your return requires more than one package, please duplicate the label and fill out the 'Pkg ___ of ___' section accordingly.

Pack your return securely

- Place a copy of the RMA form inside each package being shipped.
- Please do not mark or tape the original product or product specific packaging, or ship the item in only the product specific packaging (put it inside another box).
- Be sure to include all materials received with your product. The cost of missing items (components, fasteners, literature, packaging, etc.) will be deducted from your credit. Products shipped as an assembly that have been disassembled may also be charged labor to re-assemble them.
- If possible, use the original packaging you received the items in.
- Returns received damaged may result in delayed processing and / or discounts to your credit / refund.

Ship your returns.

- Attach the RMA label and shipping label
- Ship the package to Cad Company at 8333 Jefferson St NE, Albuquerque, NM, 87113
- Please ship the items within 15 days unless otherwise noted.
- Most returns are processed in 2-5 business days.

Be advised:

- We charge a 15% restocking fee on most items (except for headers) that are returned for a refund, but not for exchanges / upgrades. Additional fees may be charged for damaged / missing components, as detailed above.
- Refunds are generally by company check. Refunds processed via credit card carry an additional fee of 5% (this fee applies to headers). Please indicate your preference on the RMA label. If no preference is indicated, a check will be mailed in most cases.
- Defective items are generally replaced rather than refunded.
- Items purchased in a kit, but returned individually for a refund, will generally be refunded at the reduced 'kit price'. Items not sold individually will not be credited individually.