ESCADA, Inc.

2710 NW 112th Avenue, Miami, FL 33172
RMA Dept: TEL: (305) 436-8520 / FAX: (305) 436-9510
E-Mail Address: customerservice@escada1.com

Reseller Return Merchandise Authorization (RMA) Form

Company: _____ Tel:_____
Contact Person: _____ Fax:_____

Address: _____
Date: _____

Type of Return: ( ) Replace / Repair ( ) D. O. A. ( ) Exchange ( ) Credit

Invoice #	Inv. Date	Qty	System Model #	System Serial #	Part Type or Name	Problem

Return Merchandise Authorization (RMA) Policies and Conditions:

1). To obtain a RMA number, you must fill out this form completely and fax it with the original invoice to our RMA Dept. at (305) 436-9510
2). You must obtain a RMA number for all returns. ESCADA must receive the return item(s) within 14 days after the RMA number is issued.
3). A RMA number is valid for 7 days only. DOA Dead On Arrival item(s) or return for credit items must be claimed within 3 days after receiving the merchandise.
4). Write the RMA number clearly on the outside of the box or the mailing label when you ship the return(s) back to us. Otherwise, your return(s) will be refused.
5). Cross shipment will be issued only if the merchandise is brought in for exchanging. Absolutely no cross-shipment through UPS or mail.
6). All accessories, manuals, etc. must be included with the return. Otherwise, it will be replaced as the way we received or a 25% restocking fee may apply.
7). If ESCADA does not have the product in stock for replacement, we reserve the right to keep the return item(s) up to 45 days for repair or exchange.
8). Credit will be issued according to the market price. Other policies please refer to the Terms and Conditions stated on the back of the ESCADA invoice.

For ESCADA, Inc. Use Only:

RMA Number	Issue By	Receive By	Send Out By
Credit Number	**Approve By**	**Receive Date**	**Send Out Date**