

RMA Department: Unit 118 21300 Gordon Way, Richmond BC V6W 1M2

RETURN MERCHANDISE AUTHORIZATION (RMA FORM)

For prompt processing of return and product exchange, please complete and email to techsupport@battdepot.com to obtain an RMA number. An RMA department representative will contact you via email or phone with an RMA number, or a reason for denial. The RMA number will be cancelled if the product(s) is/are not returned within 15 days. The product(s) must be returned with the **COPY OF ORIGINAL PACKING SLIP OR INVOICE**. The package must be prepaid, sent **BY REGULAR MAIL ONLY** and with the RMA number clearly marked on the return package.

We reserve the right to refuse returns and exchanges not in accordance with its policy.

Customer Name:			Email:
Customer Exchange Shipping Address:			
Tel:	Home:	Work:	Fax:
Order Information:	Order#/Invoice#:		Purchase Date:
Non-Battery Product:	Part#:	Qty:	Reason:
	Part#:	Qty:	Reason:
	Part#:	Qty:	Reason:
	Part#:	Qty:	Reason:
Refund or Exchange:	<input type="checkbox"/> Exchange/Repair <input type="checkbox"/> Refund (within 30 days from date of purchase only)		
Battery & Adapter Product:	Product <input type="checkbox"/> Notebook Battery <input type="checkbox"/> A/C Adapter <input type="checkbox"/> Digital Camera Battery Type: <input type="checkbox"/> Cellphone Battery <input type="checkbox"/> Other: _____		
	(Our Product Part#): _____ (Quantity): _____		
	Your Electronic Model: (Brand Name): _____ (Model #): _____		
	Your Original/Old Adapter: (Output Voltage): _____ (Output Current): _____ <i>(You can also check DC output voltage and output current on the bottom of your laptop)</i>		
	Your Original/Old battery: (Output Voltage): _____ (Model #): _____		
Refund or Exchange:	<input type="checkbox"/> Exchange/Repair <input type="checkbox"/> Refund (within 30 days from date of purchase only)		
Reason For Return:	**To serve you better, and for a quick RMA process; please fill out this form as detailed as possible.**		

Fill out the form and email to techsupport@battdepot.com . We will then confirm & contact you with a RMA number and instructions for returning the product(s).

Please include a copy of the filled out RMA form with your RMA# and include it in the return package.

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