

Return Merchandise Authorization

THIS FORM MUST BE COMPLETED AND RETURNED WITH ALL REPAIR/RETURN/WARRANTY PRODUCTS

Contact Name: Phone:

Dealer Name: Date:

Contact Email:

RMA#:

A RETURN AUTHORIZATION NUMBER WILL BE ISSUED AND ACKNOWLEDGEMENT SENT UPON RECEIPT OF THE ITEM(S) - IF YOU DO NOT RECEIVE ACKNOWLEDGEMENT WITH 5 BUSINESS DAYS PLEASE CALL 866-648-6455.

CUSTOMER INFORMATION

FARM NAME/SOLD TO: PHONE:

DATE SOLD: INSTALL DATE: FAIL DATE: INVOICE#:

DESCRIPTION OF ISSUE/PROBLEM:

PRODUCT(S) RETURNED INFORMATION

ITEM NUMBER	QTY	DESCRIPTION/PROBLEM/ISSUE	ACTIONS:
			<input type="checkbox"/> REPLACE <input type="checkbox"/> REPAIR <input type="checkbox"/> WARRANTY
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OFFICE USE ONLY

ACTIONS/APPROVALS:

- REPLACE/NO CHARGE
- REPAIR/RETURN
- CREDIT
- RETURN TO CUSTOMER
- CHARGED REPAIR/RETURN

EXPLANATION/REASON FOR ACTION:

AUTHORIZATION:

NAME: SIGNATURE: DATE:
 NAME: SIGNATURE: DATE:

RETURN/REPAIR POLICY



Return Policy:

- Items may be subject to a re-stocking charge if not returned within 90 days from date of purchase.
- A completed RMA form MUST accompany all items being returned to DAIRY SOURCE.
- Any items returned without a completed RMA form may be subject to a re-stocking charge.
- All returns should be sent pre-paid and should be in new, original and saleable condition.
- All custom manufactured, special order and "as is" items are not returnable.
- DAIRY SOURCE does not warranty freight or labor charges.
- If the item is under warranty, please verify by checking the serial number of the product and reading DAIRY SOURCE's Limited Warranty.
- If a PCB is not under warranty and needs repair see repair pricing below. Prices for repair boards are marked RR for Repair/Return.
- All returned items are repaired, reprogrammed, recalibrated, tested and the results documented.
- In order to have a fast turn around on a repair you must give us as much information about the problem. The less we know the longer it takes to get the part back to you.
- Include the completed RMA form in the box you are returning.
- Credit is not allowed on used items.
- Returns are not allowed on special order or legacy parts.
- Items that are a part of an assembly cannot be returned for credit as they are included in price.

REPAIR COST BREAKDOWN	
Warranty item(s) (based upon SN/Lot#)	\$0.00
Items(s) not under warranty and no defect found (NDF)	\$25.00 + Shipping
Item(s) not under warranty and parts were replaced	\$94.50 + cost of part(s) + Shipping
Item(s) not under warranty and cannot be fixed will be scrapped or we can send them back to you	Cost of shipping if you want the scrapped board back
Upgrade your PCB to the latest code	\$35.00 + Shipping