



RMA Equipment Repair Form

Thank you for selecting MFE Enterprises, Inc. for your equipment repair needs. In order for us to handle your repair efficiently:

1. Complete page 1, read and sign page 2 of RMA Form
2. Return RMA form by email to (derrickduke@mfescan.com) or fax to 281-441-8361 , Attention: Repair Department
3. Include a completed copy of this completed RMA with your equipment before shipping for evaluation.

PLEASE NOTE: Incomplete forms result in delays. Please contact the MFE Enterprises, Inc. Point of Contact Name listed below if you have any questions.

RMA Information
Date (format: xx-xx-xx)
RMA Number

Customer Contact Information
Company
Customer Point of Contact (POC)
(POC) Phone Number
(POC) E-Mail Address

MFE Enterprises Point of Contact (POC) Information
Name
Phone Number
E-Mail Address

Ship to Address For Evaluation
MFE Enterprises, Inc.
RMA #
150 Holder Lane
Dripping Springs, TX 78620

Enter Equipment Information
Type of Equipment
Make
Model
Serial Number

Enter Issues Noted

Select Shipping Account Option
<input type="checkbox"/> Use MFE Enterprises Shipping Account: Bill Customer
<input type="checkbox"/> Use Customer Shipping Account. Details Below:
Shipping Company
Account Number

Select Return Shipping Delivery Option
<input type="checkbox"/> Priority Overnight/Next Day
<input type="checkbox"/> 2 Business Days
<input type="checkbox"/> 3-5 Business Days
<input type="checkbox"/> Standard Ground

Authorizer Details for Repair & Payment
Authorizing Contact Name
Position
Phone Number
E-Mail Address

Select Approval
<input type="checkbox"/> Call w/Estimate
<input type="checkbox"/> Pre-Approved
<input type="checkbox"/> Warranty
<input type="checkbox"/> Other

Return Address to Ship Repaired Equipment
Company Name
Street Address (Can Not ship to PO Boxes)
Suite or Department
Ship to City, State, and Zip Code



RMA Equipment Repair Form Terms and Conditions

1. By sending MFE Enterprises, Inc. your company's equipment, you, the Authorizer for the repair and payment as indicated on the page one of this RMA, are agreeing to its terms and conditions on behalf of your company.
2. RMA must be filled out completely to begin process.
3. Be sure to include a printed copy of the RMA when shipping your company's equipment for evaluation.
4. Be sure to pack equipment well, in a strong box with adequate padding, to protect it from damage during shipment.
5. All equipment will be shipped via MFE Enterprises, Inc.'s shipping account and billed to customer unless requested otherwise by customer via page one of this RMA Form.
6. Equipment shipped on MFE Enterprises, Inc.'s shipping account will not be insured unless noted otherwise by customer.
7. MFE Enterprises, Inc. is not responsible for any delays in shipment or loss of equipment during shipment.
8. MFE Enterprises, Inc. will send, via email, the repair evaluation quotation to the POC and the Authorizer listed on page one of this RMA. Repair of equipment will commence after MFE Enterprises, Inc. receives approval, via email or fax, from the Customer and a form of payment.
9. If paying by credit card, Customer must provide credit card information upon repair quotation approval. If paying for repair by credit (terms net-30), Customer must provide a P.O. via e-mail or fax upon repair quotation approval. Once payment option has been received by MFE Enterprises, Inc. the repair process will begin. MFE Enterprises, Inc. accepts MasterCard, Visa, and American Express credit cards.
10. Customers who wish to set up net-30 payment terms with MFE Enterprises, Inc. must fill out and submit a completed Request for Terms form, and receive approval from MFE Enterprises, Inc. Accounting Department before P.O. can be accepted. For those who are using the MFE Enterprises, Inc.'s shipping account, and do NOT have approved terms, a credit card will be required before shipping equipment in for evaluation. MFE Enterprises, Inc.'s terms are Net-30 from date of invoice, which is also the date repaired equipment is return shipped.
11. Equipment that is left over 60 days because Customer has not authorized the repair, its return shipment, or payment, will be subject to equipment storage and handling fees incurred by MFE Enterprises, Inc. Customer will be contacted a minimum of 3 times prior to incurred equipment storage and handling fees, by using the contact information given on page one of this document for the POC and/or Authorizer.
12. **A PO of \$3,000.00 must be provided if shipping a complete scanner. A PO of \$1,500.00 must be provided if shipping the Electronics Module.**

I have read, understand and am authorized to contract on behalf of the Customer named on this RMA, and will abide by the terms and conditions set forth in this RMA document.

Printed Name of Authorizer	Signature of Authorizer	Date Signed



Enter RMA Information
RMA #
Receive Date
Diagnostic Date

Diagnostics Report

Status
<input type="checkbox"/> Repaired
<input type="checkbox"/> Inspected
<input type="checkbox"/> Invoiced
<input type="checkbox"/> Shipped

Repairs made:

Inspected By: _____ **Date:** _____