



**Neway Industrial Limited**  
 D-702 Jindi Commercial Mansion Tianan  
 Road Quanzhou Fujian (362000) China  
 TEL: +86-595-22519926  
 FAX: +86-595-22519925

**RMA REQUEST FORM**

RMA department will response to your request within 48 hours.

(Note: A restocking fee will be charged if RMA returned beyond 30 days or agreed period)

\*\*\*\*\*

Request Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Email: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax: \_\_\_\_\_

Purchase from (if not purchased from Caltron): \_\_\_\_\_

Qty	Item #	Serial #	Problem Description
<b>PO #:</b>	<b>Invoice #:</b>	<b>Neway Salesperson:</b>	

\*\*\*Please kindly be noted that your repaired unit(s) will have a 48 hours test run for free before return(s) to you. If you need the unit(s) back in a specific time or date, please indicate on the left.

**For Neway Use Only**

RMA#: \_\_\_\_\_ Issue Date: \_\_\_\_\_ Issued By: \_\_\_\_\_

Reject: \_\_\_\_\_

**\*\* RMA # valid for 30 days based on issue date \*\***

## **\*\* RMA Instructions \*\***

1. **An RMA number** must be shown on the returned package. Without a valid RMA number, the package will be returned to the sender. Contact Neway and ask for an RMA number. Include a packing slip with the RMA number.
2. RMA numbers are only **valid for 30 days** after they are issued. This is to expedite loss recovery and eliminate fraud.
3. **A D.O.A. report must be done within 30 days after you receive the product.** After 30 days, we will assume the product worked fine when you received it. For a true D.O.A., Neway is responsible for return shipping costs. (Some customers have claimed D.O.A.s as long as six months after receiving the product. This causes loss-recovery problems.)
4. **A 15% restocking fee** will be applied to all returns beyond 30 days after the RMA # is issued and for evaluation units kept beyond 30 days.
5. **Original packaging** or equivalent packaging must be used to return the product.
6. Customers should **insure the return package and are responsible for damage** due to shipment.
7. If there is no display on the screen, please check to see if the delicate LCD panel / glass has been broken or cracked because of transit or improper handling. **Transit damage is not covered by the warranty. Every shipment from Neway is insured by the carrier;** please work with Neway to expedite claims from the carriers. These must be done within 30 days to be credible. **Please handle these panels carefully.**
8. Neway will only pay the return freight (Send back after repair) for **in-warranty repairs**. Warranties usually last one year from purchase date. And customers must pay the freight to send back the products to our RMA office.
9. Any RMA not covered by the warranty will result in a **repair charge**.
10. **Warranties do not cover** physical damage, modifications to the product, improper use or improper packaging.
11. A new RMA number is required for **each returned item in addition to the original RMA request**.
12. **An international RMA invoice** should state: "In-warranty repair, no commercial or resale value. Any declared value is for customs purpose only."

**THANK YOU FOR YOUR COOPERATION.**