



PAM Distributing
 11413 E 58th Street
 Tulsa, OK 74146

RMA Number	
Authorized by	

RMA NUMBER REQUEST FORM

Please fill out this form as complete and clearly as possible. All information is required including any serial numbers.

Company Name: _____ **Contact:** _____ **Phone Number:** _____ **Fax Number:** _____

Customer Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Credit _____ **Repair/Replacement** _____ **Other** _____

PAM Item #:	Item Description	Qty.:	Invoice #:	Serial #:	Problem Description:

Additional Information: _____

Please read carefully and fax completed form to 918-252-0851

All returned merchandise must be accompanied by a pre-issued **Return Authorization Number**. To obtain an R.A. Number, complete an **RMA NUMBER REQUEST FORM** then **FAX the Completed request form Attention to your Account Manager**. Merchandise returned for any reason other than defects or shipping errors will be at the discretion of PAM Distributing and will be assessed a minimum 20% restocking fee. Returned merchandise must be in new condition and in original packaging with all applicable manuals, warranty cards, paper work, etc. Returned merchandise that has been damaged by customer abuse *will not be credited*. UPS and all freight companies have policies and procedures for filing claims on merchandise that has been damaged in shipment. Merchandise returned without an RA number will not be accepted. Copy of invoice within the last 12 months must be provided before an RA is issued. Please print the RA clearly on the outside of the shipping carton. Merchandise must be securely packaged in double packaging. Please allow up to four weeks for you return to be processed. All returns must be returned to PAM Distributing freight pre-paid. All defective returns must comply with manufacturer's warranty. PAM Distributing is not responsible for any warranties or claims made by any manufacturer or vendor. No cash refunds. Only credits will be issued in the amount of the original invoice in question. If the purchaser refuses any order, no matter the reason, PAM Distributing will be compensated for all applicable shipping charges. Any discontinued, close-out or special orders are not available for return. Any items designed for resale, but used commercially are not eligible for return. Your signature constitutes complete acceptance of all stated terms and conditions. **Customer signature is required.**

Customer Signature: _____ **Date:** _____.

For office use only below this line:

Receiving initials: _____ Purchasing initials: _____ Tech initials: _____ Shipping initials: _____

Additional Pam Distributing Notes: _____

