



## Return Merchandise Authorization Form - RMA

RMA NO. \_\_\_\_\_

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

### How to process RMA

1. **Warranty:** Please refer to the "Product Limited Warranty Policy" on [www.sentryus.com](http://www.sentryus.com)
2. **Shipping:** All RMA return for repair/replace shipping expenses will be paid by the customer.
3. Please email to [sales@sentryus.com](mailto:sales@sentryus.com) or contact your sales rep. for the "RMA Number". (On the top right corner)
4. Place the filled "**RMA Form**" with RMA product(s) together for shipping after receiving the RMA number from your sales rep.
5. Fill in as detailed as you can for the problem description.
6. Write RMA Number with outside the shipping package.

**Return Address: Sentry US RMA Dept.**  
**5500 Stewart Avenue**  
**Fremont, CA 94538, USA**

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

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

\_\_\_\_\_

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

E-mail Address: \_\_\_\_\_

Phone Number: ( \_\_\_\_\_ ) - ( \_\_\_\_\_ ) - \_\_\_\_\_

Country Code Area Code Number

	Product Code	Qty.	Serial #	Problem Description	Did you Test	Physical or Visible Damage	For AAS / UTP only	
								Tested
1					<input type="checkbox"/> N <input type="checkbox"/> Y	<input type="checkbox"/> N <input type="checkbox"/> Y		<input type="checkbox"/> N <input type="checkbox"/> Y
2					<input type="checkbox"/> N <input type="checkbox"/> Y	<input type="checkbox"/> N <input type="checkbox"/> Y		<input type="checkbox"/> N <input type="checkbox"/> Y
3					<input type="checkbox"/> N <input type="checkbox"/> Y	<input type="checkbox"/> N <input type="checkbox"/> Y		<input type="checkbox"/> N <input type="checkbox"/> Y

## **RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY:**

No returned merchandise will be accepted without a valid SENTRY US RMA number.

RMA number is valid for 10 business days from the issued date.

In order to obtain full credit refund or exchange for SENTRY US, all items must be shipped back to SENTRY US within two (2) weeks from the invoice date, in original condition, including original package.

Returned merchandise must include all original materials including but not limited to mounting brackets, screws, instructional manual, box sticker, product sticker, cable sticker, original box packaging, and miscellaneous accessories.

After two (2) weeks all returns are subject to a 25% minimum restocking fee or more.

All SENTRY US merchandise are non-returnable after 30 days from the invoice date.

Within 30 days is subject to a 35% restocking fee for credit only and is non-refundable.

All returned merchandise must be shipped back to our address within 7 days from the date of RMA, enclosed with a copy of the invoice and RMA number clearly marked on the mailing label.

“No Fault Found” RMA items can be returned for credit with a 35% minimum restocking fee or shipped back at purchaser’s expense.

Any material not received in resellable condition will not be credited and will be returned to the customer at the purchaser’s expense.

Cross-shipment is allowed for pre-paid. We will ship the return item back after repair. No credit will be applied for any cross-shipment package and repaired items. RMA items will be repaired or replaced at Alarm CCTV Distribution, Inc.’s discretion.

Warranty Repair: Details of all return parts and components must be written clearly in the RMA Request Form. We only return repaired parts and components of whatever we received.

Warranty: Limited one (1) year warranty.