



# Distant Xtremes LLC

RMA – FORM

MARCH 30, 2008

## CUSTOMER INFORMATION

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

City/State/Zip \_\_\_\_\_ Email: \_\_\_\_\_

Transaction ID: \_\_\_\_\_

Paypal ID: \_\_\_\_\_ Date of Sale: \_\_\_\_\_

## INSTRUCTIONS

Fill out completely the top and bottom of this form. If you do not completely finish the top and bottom of the form it may take longer to process your RMA.

- Objective.** In detail describe what the item is and the Reason for the Return. If the item is physically damaged the item may not be returned, credited or exchanged.
- Documents.** If there are emails between you and a tech member or online help associate please include them with this form. Any pictures are also very helpful.
- Importance.** Once we receive your item we will test the item to see if it is working condition:
  - Manufacturer Defect – If the item is not physically damaged and has been reported as a MD then the customer will be granted a credit option only if the item falls within its guarantee period.
  - Customer Error – Wrong color, wrong bulb size, wrong connector, or any customer error will be denied a credit because it is the customers responsibility to order the correct item.
  - Managers Discretion – If there is an error in our part, it is up to the return department in accordance with the manager to resolve the issue that is presented.

## DETAIL

**Detailed Item Description:**

**Detailed Reason for Return:**

You want (mark one):  Credit  Exchange  Refund

Item may not be physically damaged in any way form or function. If item is in full working condition on the power benchmark then it is up to the customer to supply shipping to the return department to ship the item back to the customer. It is very important that your item is not just needing a fuse or relay harness due to the inabilities of the vehicle. Also check all connections of the item, be sure to connect and disconnect all wires and retest the product making sure to pay attention to vehicle fuses.