



Request For Return Authorization

ALL RETURNS ARE SUBJECT TO A 20% RESTOCKING FEE.
SPECIAL ORDERS, ELECTRICAL PARTS (**INCLUDING POWER COMMANDERS**)
AS WELL AS DEFACTED ITEMS WILL NOT BE ACCEPTED FOR RETURN.
FREIGHT CHARGES ARE NON-REFUNDABLE.

- STEP 1: Fill out all the information below and return it with a **copy of your invoice.**
- STEP 2: **IF APPROVED** you will receive confirmation and an RMA#.
- STEP 3: All parts must be shipped in original packaging and saleable condition.
- STEP 4: Authorized returns must be received within 10 days of RMA date.

Name: _____
 Address: _____
 City, State, Zip _____
 Daytime Phone: _____
 E-Mail: _____
 Part Numbers: _____

 Reason for return: _____

Once approved, return this form and a copy of the original invoice and products to the address below. **Attention: Returns Department / Put RMA# on the outside of the box.**
Be sure to retain your tracking number for your records.

ORIENT EXPRESS is NOT responsible for lost or damaged products that are sent for return approval and is not obligated to expedite any shipping or replace any product.

For Office Use Only: RMA# _____ Date: _____

Status: _____

Action taken: _____

Original Packaging: Copy of Invoice Enclosed: RMA# on Box: Opened/Used:

Reviewed By: _____ Approved By: _____

ORIENT EXPRESS: RETURNS DEPARTMENT
28 Grand Blvd., North
Brentwood, NY 11717
800-645-6521 631-231-9552 FAX 631-231-9557
sales@orientexpress.com www.orientexpress.com