

REQUEST FOR RETURN MATERIAL AUTHORIZATION / WARRANTY CLAIM

When sending in the Request for RMA form, if possible, please provide any images of the Hiwin product. This will assist our team in analyzing the return and improve the authorization process. Please send all Request for RMA forms to RMA@hiwin.com

Date: ____/____/____

Customer Information

Company Name: _____
 Address: _____
 City: _____ State: _____
 Phone: () _____ Zip: _____

Contact Person: _____ Phone: () _____ Fax: () _____

Item	Qty.	P.O. Number	Part Number (P/N of the Items to be returned)
1			
2			
3			

Note: Failure to provide a P.O. or invoice number may delay processing the RMA

Reason for return: _____

Return Details:

Return for Credit: Return for Warranty: Return for Repair:

Note: Returns for credit must be requested within 60 days of original invoice date

➤ Product & Qty. to be Shipped Product: _____ Qty.: _____

Product Examples: Guideway, Ballscrew, Linear Actuator, Single Axis Robot, Crossed Roller Bearing, Linear Motor, etc.

Should replacement parts be shipped before we receive parts being returned? YES NO

Note: Parts shipped before a return is received will be billed pending receipt and inspection of return.

Ship-to Address (if different from the customer address above): _____

Date replacements should be sent: ____/____/____ Shipping Method: _____

Additional Information:

Contact Signature: _____

Date: ____/____/____

PLEASE CLEARLY MARK RMA NUMBER ON OUTSIDE OF PACKAGE TO BE SHIPPED. FAILURE TO DO SO MAY RESULT IN HIWIN REJECTING SHIPMENT. A COPY OF THE RMA FORM SHOULD BE INCLUDED IN THE PACKAGE FOR PROPER PROCESSING.