

## **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.us](mailto:RMA@hiwin.us)

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.**