



ArcVision Technology Corp.
 10415 Slusher Drive, Unit 2 (Heritage Business Park)
 Santa Fe Springs, CA 90670

TEL:(562) 777-7712
 FAX:(562) 777-7713
 Email: customerservice@arcvisioncctv.com

RMA#: _____
 Company: _____
 Address: _____

Date: _____
 Contact: _____
 Tel: _____
 Fax: _____

RMA Request Form

Item #	Q'ty	Product Description	*Serial #	**Problem Description	***Invoice#

* Check out on the bottom of return product with serial #.
 **Possibly state the specified return cause
 ***Possibly provide the Invoice #.

RMA Instruction

1. Please call our RMA service # at extension 104 for an assigned RMA # Or visit our website for RMA claim form. **You must include both the item # and serial # as well as quantity and reason for return.** The RMA # will be assigned to you by email or phone. You must have a RMA # to return any merchandise. If packages arrive without this # we will refuse this package upon receiving.
2. Please mark the RMA # on every package to be returned. All returned merchandise must have a serial # and possibly a copy of the original invoice.
3. All returns will be processed when the proper forms are completed either by fax or e-mail.
4. Please ship the prepaid defective products in original packing boxes (if possible) with the RMA request form and the copy of invoice.
5. Repair fee will be charged to customers for the products out of warranty or physically damaged.