



1675 N. Delany Road  
Gurnee, IL 60031-1237  
P: (800) 866-6659  
F: (847) 782-5223  
[www.west-cs.com](http://www.west-cs.com)

## RMA Request Form

Please complete this form and email it to [RMA@west-cs.com](mailto:RMA@west-cs.com) or fax it to (847) 782-5223.

Acct # (required) \_\_\_\_\_ Date \_\_\_\_\_

Contact Name (required) \_\_\_\_\_

Telephone Number (required) \_\_\_\_\_ Fax Number (required) \_\_\_\_\_

Type of RMA: Credit Warranty Repair

Email address \_\_\_\_\_

Bill to (required): \_\_\_\_\_

\_\_\_\_\_

Ship to (required): \_\_\_\_\_

\_\_\_\_\_

Credit Information (purchased on) P.O. \_\_\_\_\_ Invoice Number: \_\_\_\_\_

Order Number \_\_\_\_\_

1. Quantity (required) \_\_\_\_\_ Part Number (required) \_\_\_\_\_

Description (required) \_\_\_\_\_

Serial Number(s) or Date Code(s) (required) \_\_\_\_\_

\_\_\_\_\_

Reason for Return (required) \_\_\_\_\_

\_\_\_\_\_

2. Quantity (required) \_\_\_\_\_ Part Number (required) \_\_\_\_\_

Description \_\_\_\_\_

Serial Number(s) or Date Code(s) \_\_\_\_\_

\_\_\_\_\_

Reason for Return \_\_\_\_\_

### NON-WARRANTY TERMS AND CONDITIONS

All Non-Warranty and "no fault found" Warranty repairs are assessed an evaluation fee of \$50.

Non account holders must provide credit card information .

Existing account holders must include a Purchase Order with the return to cover the evaluation fee.

RMA Returns that are GREATER than 10 units will a lead time expectation of 2 Weeks.

Please complete this form and email it to [RMA@west-cs.com](mailto:RMA@west-cs.com) or fax it to (847) 782-5223. An RMA number with our shipping address will be emailed or faxed to you within 24 hours. Please mark the RMA number on the outside of the box and put a copy inside the box for faster service. To check status, call (800) 866-6659 and reference your RMA number. Thank you for your business.