



Hawthorne, USA / Tewkesbury UK / www.amag.com

RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM

Date: _____ Company Name _____
 Requested by _____ E-mail _____
 Phone Number _____ Site/Project Name _____

RMA Requirements:

Prior to requesting your advance replacement or in warranty repair request please ensure a valid AMAG Technical Support Ticket# is referenced. To obtain a ticket # please have your certified technician call our AMAG Technical Support Department as follows:

US & Canada Resellers: (800) 889-9138 option 3 to troubleshoot your unit(s)

International Resellers: +44 1684 277444 (option 1) to troubleshoot your unit(s)

Tick one of the following options:

___ Advance/In-Warranty Replacement (valid AMAG Technical Support Ticket # required) Ticket # _____

___ Out of Warranty Repair

___ Credit - Original PO# (required) _____ Reason for return for credit (required) _____

AMAG Part Number(s)	QTY	Describe Failure	Serial Number(s)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(Provide separate attachment if you require more space)

Original P O # _____ Replacement P O # _____

Bill to Information

Company _____
 Attn: _____
 Address: _____
 Phone # _____

Ship to Information

Company _____
 Attn: _____
 Address: _____
 Phone # _____

Please send your completed RMA Request Form for processing an email confirmation with RMA# and instructions will be provided within 24 hours of receipt. If you have questions on your return, our process, or require a copy of our Returns Policy, please contact us as follows:

US & Canada Resellers: send RMA form to orders@amag.com / call our Customer Relationship Dep. on (800) 889-9138

International Resellers: send RMA form to globalorders@amag.com / call our Customer Relationship Dep. on +44 1684 850977