



# REQUEST FOR CREDIT RETURN

Customer #: \_\_\_\_\_ WAV Invoice #: \_\_\_\_\_ WAV Sales Order #: \_\_\_\_\_  
 Co. Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

## Items Requested For Return<sup>1</sup>:

WAV, Inc. Part # <sup>2</sup>	Description	Qty Returned	Reason Code <sup>3</sup>

<sup>1</sup> Serialized parts should include documentation listing all Serial Numbers requesting return.  
<sup>2</sup> Please use Part Number directly off of WAV®, Inc. invoice.  
<sup>3</sup> Use one of the following Reason Codes: A. Out of Box Failure (OBF), B. Customer does not want, C. Damaged in transit, D. Return of Loaner. E. Warranty Return to Manufacturer. F. Other (Explain)

Please note: In order to have your defective product return accepted by WAV®, you must complete the following. Failure to do so will result in automatic rejection of your return and the product will be shipped back to you at your expense.

- You must have spoken to either WAV® Technical Support or the Broadband manufacturer technical support and have a valid Support Call Ticket number and technician's name for reference. Please list below:

Support Technician Name	
Reference Call Ticket Number	
Problem Description	

### Terms and Conditions

- This return authorization form must be accompanied by the WAV®, INC. invoice, or some other agreed upon proof that the above mentioned product was purchased through WAV®, INC. or one of its direct channels.
- There may be a restocking fee of up to 20% on all returns within 30 days. However on all returns after 30 days, there will be a restocking fee of 20%.
- In addition, to avoid the return being rejected, the following criteria must be met:
  - You must use the original manufacturers' packaging, both inside and outside;
  - All returns must be complete with all manuals, cables, warranty cards, static bags; etc., just as you received them. Please note: There will be no returns for opened factory sealed software.
  - Product must be clean and without scratches or usage marks of any kind. **Please do not put any labels on or write on the box!**
- Upon receipt by WAV®, INC. the returned equipment will be examined and tested. Any damage or marks of any kind and the unit will be returned, and the customer will be liable for the original invoice.
- The customer agrees to pay WAV®, INC. for additional charges for labor, transportation, and parts due to damage resulting from fire, flood, improper use, in-transit damage, accident, neglect, power surge, and use of any accessories that are not in conformance with the equipment manufacturer's published specifications.
- Customer accepts responsibility for any freight charges occurring from return of the product
- Customer will include on shipping cartons, in large print the RMA number given by WAV®, INC.
- RMA numbers are valid for 30 days. Product received without a RMA number or an expired RMA number will be refused.

### CUSTOMER ACCEPTANCE of TERMS AND CONDITIONS

RMA Number: _____	Credit Amount Approved: _____
Approved By: _____	Approval Date: _____
Date Received: _____	Carrier: _____
Maint. Contract Pending?   ● Yes   ● No   If Yes, please forward copy to the Service Manager.	

Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_