



ASI Support: www.asisupport.com | (303) 407-6072

RMA REQUEST FORM

INSTRUCTIONS FOR CUSTOMER

Please complete the sections below with your contact information and details about the item(s) you wish to return. Send the completed form to ASI's Customer Support Team: email to service@asisupport.com or fax to (303) 766-8584. ASI will email the form back to you with an RMA# for your return. **IMPORTANT: Please do not send your return to ASI without an RMA#.**

CUSTOMER CONTACT INFORMATION

Customer Name: _____ Date: _____

Phone No.: _____ Requested By: _____

Email: _____ Sales Order # (if known): _____

ITEMS INCLUDED ON THIS RMA

Product Name or Description	Qty	Reason for Return
		<input type="checkbox"/> Repair <input type="checkbox"/> Incorrect Item <input type="checkbox"/> Other:
		<input type="checkbox"/> Repair <input type="checkbox"/> Incorrect Item <input type="checkbox"/> Other:
		<input type="checkbox"/> Repair <input type="checkbox"/> Incorrect Item <input type="checkbox"/> Other:

IMPORTANT! For product repairs, please provide specific information describing the problem you are having. *For example, state "display doesn't light up" rather than "it doesn't work".* This will provide clues to the repair technician to better troubleshoot the problem.

Delivery Unit Serial No. (if applicable): _____

PACKAGING & SHIPPING INSTRUCTIONS:

- Separately wrap individual items to prevent them from rubbing or hitting together during shipping.
- Pack in a durable box or container with additional wrapping around the items to prevent damage during shipping.
- Include this completed form and a copy of any applicable invoice or sales order in the box. Keep a copy of the RMA for your records.
- Securely seal the box.
- Arrange to ship the items with a responsible carrier. Please consider obtaining insurance for an appropriate value and tracking on the shipment in the event it is lost or damaged by the carrier. ASI is not responsible for shipping damages/losses.
- Address box as follows, including the RMA# and/or affix the carrier's label:

Customer Support>Returns RMA# _____ (RMA# is provided by ASI)
ASI Medical, Inc.
8811 American Way, Suite 130
Englewood, CO 80112

Received by ASI (By/Date): _____