

PCW Customer's Defective RMA Process Form

RMA Number

RMA Issue Date:	RMA Issue Closed Date:	
Written By:	RMA Issue Closed By	

Customer Ship to Address

Company Name :		Contact Person:
Address :		Telephone Number :
City	State:	Zip Code

STEP # 1

Invoice Number	Qty	Item Description	Problem Description
1			
2			
3			
4			
5			
3			
7			
3			
3			
10			
11			
12			

STEP # 2

What customer needs to do after receiving the RMA #

- Pack & Ship back the defective unit to PCW
- Wait for PCW's Shipping Box then Pack & Ship back the defective unit to PCW
- Hold on to the defective units until receiving the replacement parts/Units from PCW (Needs Approval_____)
- Pack & wait for UPS Call Tag pickup.
- Other: _____

STEP #3

What PCW needs to do after issuing the RMA # ?

- Sent a Shipping Box.
Specify box type : _____
- Sent an Advanced Replacement parts/unit Schedule a new replacement unit with production department (type assembly sheet)
- Shipping Method Use**
- Airborne Next Day Airborne 2nd Day Ups Ground Other _____
- Advanced RMA Collateral CC/PO# _____ EXP _____ Name _____
- Issue a call tag. (Note: Need to fill a call tag request form.)
- Do nothing until received defective parts/units.
- Other: _____

STEP #4

What to do after received RMA Goods (Products) ?

PCW Technician

- Return defective parts to Vendor for repair then return back to customer.
- In House repair then ship back to customer
- Check, Repair & Restock returning parts as in-house spare parts or unit.
- Shipping out a new replacement part(s).
- Shipping Method Use**
- Ups Ground Airborne 2nd Day Airborne Next Day
- Other _____
- Upgrade parts/system
- Other: _____

PCW Accounting

- Issue Partical Refund (Parts Only)
- Issue Full Refund (Parts & Shipping Charge)
- Issue Refund Other _____
- Charge Repair or Upgrade Note: _____
- No Action

STEP # 5

What did PCW receive from Customer?

Index	Qty Received	Description and condition of item received	Is any physical damage	Date Received
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				

STEP # 6

What did PCW shipped out to Customer?

Note: See attached Invoice for detail replacement item

Index	Qty Shipped	Item Description	Serial Number	Date Shipped
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				

Replacement Parts approved by _____

Shipping Method _____

Replacement Parts Processed by _____