



# RMA#

### AIDA RETURN CENTER

1278 Center Court Dr. Covina CA. 91724  
Tel: (909) 333-7421

For AIDA use only. Please do not enter anything above.

Please submit RMA Request Form VIA email  
Email: [rma@aidaimaging.com](mailto:rma@aidaimaging.com)

Request Date: \_\_\_\_\_

**Note: Serial Number and proof of purchase must be provided for RMA# approval.**

Company: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
Tel: \_\_\_\_\_ FAX: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

Model	Serial Number	Qty	Place of Purchase	Date of Purchase	Defect Description

### RMA Policy and Procedures:

Before submitting a warranty claim, visit our support page at [www.aidaimaging.com](http://www.aidaimaging.com) for technical assistance.  
If you cannot resolve the issue with your product, all warranty claims and any other product related questions should be addressed directly to AIDA or an authorized AIDA dealer. Upon contacting AIDA, please have the model number, proof of purchase and serial number readily available.

- Once this form has been completed, double check to make sure you have filled out the requested portions of this form.
- Please send this completed form, as well as proof of purchase with the date, serial number, and vendor to our RMA team at [RMA@aidaimaging.com](mailto:RMA@aidaimaging.com)
- Upon initial contact, you may be asked to provide more information about the defect, form, or proof of purchase.
- Once your RMA is approved, you will be given instructions on what to do next.
- Make sure to put the RMA # on the shipping label and outside of shipping box, otherwise you package will be refused.
- Standard DOA Period / CREDIT Return Policy: 30 days with appropriate RMA request via email. After 30 days, any RMA accepted will be processed for repair or replacements only. No credit will be given for any returns after the 30 days DOA period has expired. (30 days after the original purchase date, some exclusions apply.)
- RMA return must include a packing list (using our RMA Request Form as a packing list is preferred) If the items is claimed as DOA or CREDIT it must be full packaged and free of damages.
- All return items must be packed to protect against damage in shipment. (Physical Damage Voids The Warranty) Repairs will be serviced at our discretion depending on parts available\*\*\*
- RMA's are processed within 7 days from the date it is received. Please do not send RMA requests more than once to avoid duplicates.
- Return authorization numbers are only valid up to 15 business days. If 15 business days has passed, your RMA number will be void, and you will have to reapply for a new one.
- Please ship the warranty return products to AIDA RETURN CENTER at the address above. We are not responsible for any mailing loss of products to and from our Return Center. Please make sure you typed your mailing address correct.

\*AIDA reserves the right to change this policy without advance notice\*