



RA # To be entered by tvONE

tvONE Return Authorization Form

Prior to your receiving an RA number from tvONE, we must gather some information. Please type or print the requested information. tvONE cannot accept a product return unless this form is completed and signed. For multiple items and/or serial numbers, use a separate sheet of paper and attach it to this form.

Customer Name:		Contact:	
Account Number:		Email:	
Street:			
City:	State/County:	Zip/Post Code	Phone:
Item Number:	QTY:	S/N:	Purchase Date:
Reason for Return:			

Terms and Conditions for Product Exchange or Refund

- *The returned product must be in new condition with no damage, scratches or cosmetic defects. (For product damaged by a third party shipper, the customer must file a claim with the shipping company. tvONE will not assume responsibility for product damaged by a third party shipping company.)*
- *The product must be returned via prepaid shipping, with all accessories including the operating manual. It must be housed in the original product carton and must contain all the original packaging. The product carton must be free from markings, tears or damage.*
- *The product carton may not be used for a shipping carton. The product, in its original carton, must be packed inside a shipping box with sufficient packing material to prevent damage to the unit and product carton while in transient.*
- *The shipping box must have the RMA number clearly marked on the shipping label and returned within two weeks from receiving return authorization.*
- *The sale date must be within 30 days of the request for Return Authorization.*

Should any of the terms and conditions not be met, no return credit or refund will be issued. If a customer ships product to tvONE, for exchange or refund, without an RMA number, the product will be returned to the customer, at the customer's expense, and no credit will be issued

By completing, signing and submitting this form, you agree to be bound by the above terms and conditions. Failure to fully complete this form and receive an RMA number prior to returning the product negates any obligation on the part of tvONE to refund any monies or exchange the item.

Return authorizations issued, but no product returned to tvONE, will be automatically cancelled after 30 days.

Name:	Signature:	Date:
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