

FoxJet An ITW Company
RMA Request Form

ALL FIELDS MUST BE FILLED OUT OR FORM WILL BE RETURNED

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| <p><u>Original Order Information:</u> Company Name: _____ Contact Name: _____ Phone Number: _____ Orig. Foxjet Order #: _____ Original Order PO#: _____ Part Number: (use reason area below for multiple parts) _____ Machine Serial # or original invoice number (circle one) _____ ***Serial Number Must be Included***</p> | <p><u>Return Order Information:</u> Company Name: _____ Return Order PO: _____ Address: _____ City, State, Zip: _____</p> <p>**Foxjet Technical Support must be contacted before an RMA can be initiated with Foxjet CS** *** A new PO must be attached – for either a Flat Rate Repair or Warranty IR***</p> |
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Select One:

FLAT RATE REPAIR: Please issue a Return Material Authorization number for the following items that are to be repaired. Units are out of warranty or non-warrantable condition and are to be factory serviced. PO must be attached.

CREDIT: Please issue a Return Material Authorization number for the following items that are being returned for credit due to customer incorrectly ordering, item no longer needed, etc. These items are “new” and in original packaging. Credit will be issued upon return, pending inspection. A 20% restock fee applies.

WARRANTY: Please issue a Return Authorization number for the item(s). Units shall be evaluated and warranty determined. ****Technical Support must be contacted before the RMA can be initiated. Please provide all documentation of troubleshooting.**

WARRANTY IR: Please issue a Return Authorization number for the item(s). Part will be covered under warranty and an immediate replacement will be shipped. ****Technical Support must be contacted before the RMA can be initiated. Please provide all documentation of troubleshooting.**

*See Foxjet.com for Warranty Statements

Reason for Return/Description of Failure:

For FoxJet Use:

RMA # Issued _____ Return Order # _____

Email Request Form to CS@foxjet.com

FoxJet only accepts returns with RMA #'s.

RMA# must be clearly indicated on the outside of the box. Any returns without the RMA# number will not be accepted and will be returned to the sender at senders' expense. Returns may be subject to a \$90.00 Evaluation Fee.

*ITW Marking & Coding - FoxJet
#1 Missouri Research Park Drive
St. Charles, MO 63304
Attn: RMA# _____*