

Product Return Request

En-Net Return #

Date of Request

En-Net Services

712 N East Street
Frederick, MD 21701
301-846-9901; Fax: 301-846-9902



Customer Information: (completed by customer)

Purchase Order # _____
Contact Name _____
Dept/Agency _____
Address _____
City _____
State/Zip _____
Phone # _____
Fax # _____
Work Hours _____ AM to _____ PM
Email _____

Product Condition: (select options)

New/Unopened
Opened
Damaged In Transit
Original Packaging?
Notes:

Comments:

Product Information:

<u>Model #</u>	<u>Serial Number</u>	<u>Qty</u>	<u>Description</u>

Reason for Return: (select reason)

Ordering Error
Non-Defective
Incorrect Product
Damaged/Defective
Notes:

Return completed form to En-Net Services

TERMS:

- * Completion of this form does **NOT** guarantee an RMA will be issued.
- * Upon receipt **AND APPROVAL** of this form, an En-Net RMA Return # will be issued and an RMA rep will be in contact with shipping instructions
- * If/when an RMA is issued, the customer has **14 days** to return product or they will be responsible for payment.

Disclaimer:

En-Net adheres to the return and restocking policies of our distributors and manufacturer partners. In general terms, we typically have 7 days from delivery for a no questions asked return and 30 days from delivery for an approved return. En-Net Services reserves the right to refuse a return request based on the condition of said product and/or circumstances, wherein En-Net will determine final approval.

Signature of Contact Person Required: _____ Date: _____

By signing this form you agree to the terms set forth above.