



# RETURN MATERIALS AUTHORIZATION

4137 South 500 West • Murray, UT 84123  
Phone (801) 293-1232 • Fax (801) 293-3077

## HOW TO RETURN MERCHANDISE

- Call Customer Service (1-888-239-1232) for a Return Materials Authorization number. Write your RMA number here.
- Complete steps 1 through 4 on this form **and return it with your shipment.**
- Pack and tape your shipment carefully in the original packaging, or in a strong cardboard carton to avoid damage in shipment. Heatizon reserves the right not to issue a refund if return merchandise is damaged due to poor packaging. Be particularly careful with electronic items and heavy items, such as transformers.
- Complete and detach the label below, and affix the return shipping label to your package. Be sure to write your RMA number on the shipping label.
- Ship your package prepaid and insured via UPS Ground or FedEx Ground (Sorry, we can not accept COD's). Return shipping charges are the customer's responsibility.
- A restocking fee will apply to all materials being returned to inventory. Special order items are not returnable.

**RMA #**

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RETURN CODES	
20	Ordered wrong materials
21	Ordered wrong quantity
22	Project changed after order
23	Decided didn't want
24	Shipped wrong materials
25	Item labeled incorrectly
26	Parts shipped do not match order
27	Defective material
28	Parts missing from product
29	Does not work (Explain on back)
30	Damaged in shipping
31	Repair and return

## HEATIZON RETURN POLICY

Heatizon will provide an exchange or refund for new products returned within 30 days, less restocking fee and shipping and handling. All products must be in new, unused condition and in the original packaging to receive a refund or credit. Merchandise returned not in the original condition in which it was shipped will be subject to a restocking fee, a repair fee, or may be ineligible for refund. Beyond 30 days, items are returnable for exchange only after inspection. Items being returned for repair require credit card pre-authorization of up to \$100 to assess and repair the item. The customer will be contacted for authorization to proceed if repairs exceed \$100. **Any item that is shipped without completed RMA form, or any item left unclaimed for 30 days becomes the property of Heatizon Systems.**

**STEP 1:** Name \_\_\_\_\_ Purchased From (Distributor Name) \_\_\_\_\_

Phone \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Cell \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Fax \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

E-Mail Address \_\_\_\_\_ Date of Purchase \_\_\_\_\_ Invoice Number \_\_\_\_\_

Comments \_\_\_\_\_

**STEP 2:** Please indicate the action you would like us to take:  Exchange  Refund  Repair  Other  
(Any credit or reimbursement is made to the distributor that the product was purchased from. Contact your Heatizon Distributor to advise them of this return and arrange for credit, if any, to your account.)

ITEMS BEING RETURNED			ITEMS EXCHANGING FOR		
ITEM # AND DESCRIPTION	QTY	REASON CODE	ITEM # AND DESCRIPTION	QTY	PRICE

**STEP 4:** Please check the form of payment for additional items or difference in price of the exchange items. Items being returned for repairs will be examined and repaired if cost to repair does not exceed \$100. Customer will be contacted for prior approval if repairs exceed \$100. Failure to complete this section may cause delays in the processing of your return.

Visa  MasterCard  Discover  American Express  Check is Enclosed

Card # \_\_\_\_\_ Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature \_\_\_\_\_  
Cardholder agrees to pay the total amount owing according to the card issuer agreement.

### SHIPPING LABEL

<b>FROM:</b> _____ _____	<b>TO:</b> <b>Attention: Return Materials</b> <b>Heatizon Systems</b> <b>4137 South 500 West</b> <b>Murray, UT 84123-1399</b>
<b>RMA NUMBER</b> _____	