



5500 NW 161<sup>st</sup> Street Miami Gardens, Florida 33014  
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## RMA "RETURN MERCHANDISE AUTORIZATION"

RMA#

Company Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State & Zip \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

I am requesting to return the following items:

Item/Model #	Short Description	Quantity	Original Invoice # & Date <small>(no return will be authorized if this information is missing)</small>

The reason for my return request is as follows:

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**All returns require an RMA (Return Merchandise Authorization) number, which can be obtained by contacting our Customer Service department ( [smorales@fastaccesssecurity.com](mailto:smorales@fastaccesssecurity.com) ) Please save all packaging and accessories for any item that is returned. All original equipment, components, manuals, cables, documents and packaging must be returned with your item in order for us to process your RMA. Products with specific refund and return policies and deadlines must be returned within the time periods specified. All items sold are subject to our Policy and Agreement. Physically damaged items cannot be returned.**

**All returns for a refund are subject to a 25% restocking fee.**

**Removal or alteration of a product's serial number or serial number sticker will automatically void your Return Policy. Products that are returned with a missing, damaged or altered serial number or missing or written on warranty cards will be refused RMA service and returned to you.**

**Shipping is Non-refundable on all sales unless the error is on our end.**

**Buyer pays for the return shipping cost of their package.**