RMA Request Form

Cascadia™
Creating Remote Possibilities®

RMA#:	
Date:	
Company:	
Address:	
State/Province:	
Zip/Postal code:	
Phone:	
Fax:	

Cascadia Video Products, LLC
820 South Main Street, Unit 4335
Hailey, ID 83333
USA

Phone: (509) 999-0217
www.cascadiavideo.com

Model #	Description of Problem	Serial #

Comments:

RMA INSTRUCTIONS (Please read carefully before returning your item **)**

1. Complete this RMA Request form and email it with the original invoice to kimberly@cascadiavideo.com.
2. Merchandise for return or replacement will not be accepted without an RMA issued by Cascadia Video Products. (RMA#'s are effective for 15 days).
3. DOA items must be returned within 2 weeks (14 days) from the date of the invoice.
4. Merchandise received for RMA's will be replaced or repaired by Cascadia Video Products by their discression.
5. Items returned for RMA which do not match the original serial number or are not a Cascadia Video Product will be returned or shipped back to the customer and the customer will be responsible for all freight charges.
6. Warranty cannot be applied to any product caused by improper installation, act of nature or voltage fluctuation.
7. The RMA Department will provide an RMA number within 24hrs or provide a reason for RMA denial.
8. Damage or loss of goods during shipment is the sole responsibility of the customer.
9. The RMA# must be printed clearly on two sides of the returning box(es).
10. Please print out the RMA form and include in the package before shipping or returning the item.