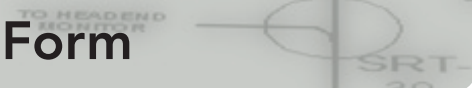




# Return Merchandise Authorization Form



Steps to complete this form:

**1** Fill out the Dealer Return Information section of this form

**2** Fax or e-mail this form along with a copy of the original invoice to (507) 424-4973 or RMA@paceintl.com

**3** We will assign an RMA number for your return by faxing this form back to you.

**4** Ship the products, prepaid with the RMA number clearly noted on the outside of the box to the address below. Include copies of RMA form, invoices, and any other supporting documentation.

## Dealer Return Information

Dealer: \_\_\_\_\_ Contact \_\_\_\_\_

Customer #: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Preferred Contact:  Fax -or-  Email Address: \_\_\_\_\_

**Ship to:**  
Pace International  
Attn: RA Department  
3582 Technology Dr. NW  
Rochester, MN 55901  
Phone: (800) 444-7223  
Fax#: (507) 424-4973

Invoice #	Qty	Prod. Line (e.g. PAC)	Item Number	Serial Number	Specific Reason for Return (e.g. Shorted out on video 1 port S/N 582ww12)

**Note: Returns without proper documentation and RMA# noted on the box will not be accepted.**

## Terms and Conditions

TWI products have a 3 year warranty and will be credited accordingly. First year full replacement value, second year 40% of original invoice credited, third year 20% of original invoice credited. All other products will be evaluated and possibly repaired and returned.

**All products are subject to evaluation.** A minimum 25% restocking charge may apply on exchanged or credited products if not in new or original package. A \$20.00 service charge will apply for all warranty items found to be non-defective. **No returns on special order items or custom-made items.**

**No returns accepted without a Pace-authorized RMA#.** All returns are subject to a 25% restocking fee. Any claims and/or returns must be made within 30 days of invoice. Pace International will not credit shipping and handling fees. The customer is responsible for the returning shipping cost to Pace. All products must have a Return Authorization (RMA) number prior to return, Pace will not accept any product for return without an RMA number. All returned products must be 100% complete in original packaging and in resalable condition. No returns on custom and special order products. All products returned are subject to Pace International's restrictions.

## Notes from RMA Dept.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For internal use only.

RA Date: \_\_\_\_\_

RA #: \_\_\_\_\_

RMA # is good for 60 days.

**ENCLOSE COPY OF THIS FORM WITH RETURN & WRITE RMA# ON THE BOX**