



# RMA FORM

## RETURN MERCHANDISE AUTHORIZATION

When returning merchandise the customer is responsible for return arrangements and shipping charges. All customers must contact Discount Office Source (e-mail or phone) to obtain a RETURN AUTHORIZATION NUMBER before returning merchandise to Discount Office Source. Discount Office Source will not accept any merchandise without a RETURN AUTHORIZATION NUMBER or if sent shipping collect.

**Return Instructions:**

1. Obtain an RMA number by calling Toll Free 800-615-9288
2. Include a copy of the original invoice in the box.
3. A note detailing why you are returning the merchandise.
4. Include at least 3 sample copies of the problem cartridge. (If applicable)
5. Send back merchandise in separate shipping box DO NOT USE THE MANUFACTURER BOX.  
Write the RMA # on the outside of the shipping box only.
6. The RMA # is good for 30 days once issued.
7. When shipping the merchandise back you must have a tracking number on the package. You are responsible for the safe return of the merchandise.

<b>RMA #</b>

**PLEASE NOTE:** All return items must be in like new condition, in the products original packaging, unopened, no marks, with instructions, accessories, and in resalable condition. We will issue credit, less shipping, and restocking fees once the product has been received in our warehouse. Please allow up to 10 days for credit.

Order #			
Name	Phone	Ext.	
Address	City	State	Zip
E-mail			

Quantity	Part Number	Description

Please call for return shipping address.

Notes:

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