



Return Merchandise Authorization Form

RMA# []

Company name: []
Contact person: []
Address: []
Email: []
Tel: []
Date: []

Table with 5 columns: Model number, Serial number, S / PO., Qty, Problem. Multiple empty rows for data entry.

ZOOSTOCK RMA Policy

- 1. ZOOSTOCK provides 1, 2 or 3 years warranty on different products as specified in the catalog from the date of purchase. 2. Prior to any return, customer must obtain an RMA number from ZOOSTOCK by submitting a properly filled out RMA Form. 3. RMA number is valid for 15 calendar days from the date of issuance. 4. Any return without a valid RMA number conspicuously displayed on the outside of the shipment will be rejected. 5. Customer is not allowed to take debits for products returned. 6. ZOOSTOCK will not accept, service or be held responsible for any returned product which has been subjected to improper handling resulting from customer's abuse or negligence. 7. 20% restocking fee will apply to returns with missing parts, visible signs of usage or other cosmetic damages. 8. ZOOSTOCK reserves the right to refuse any incomplete or damaged return. 9. Returned products under warranty will be replaced or exchanged within 20 working days from the date of receipt. 10. Customer is responsible for verifying replacements and notify ZOOSTOCK of any discrepancy within 48 hours of receipt.

PLEASE DO NOT COVER THIS AREA



RMA# _____

SUBMIT COMPLETE FORM TO:
INFO@ZOOSTOCK.ES

RMA Department

RMA to be received

FOR INTERNAL USE