

ELEPHANT

LIFTING PRODUCTS™

Phone: 225.644.6113 | Email: Sales@Elephantlifting.com

Return Merchandise Authorization Form (RMA)

To submit a Return Merchandise Authorization (RMA) request, complete the following form. See instructions, page 2. This document uses form fields – use your mouse to place the cursor in the desired data field and type.

Email the completed form to Sales@Elephantlifting.com. You will be notified with an RMA number if your return request has been approved.

For warranty claims, once approved, Elephant lifting will pay the freight back to our warehouse. If it is deemed to be a warranty repair, Elephant will pay the freight back to the requested address. If it is not deemed warranty repair the distributor is responsible for shipping costs associated with getting the product back to the customer. For any questions concerning completion of the form please contact Elephant Lifting Customer Service by email at Sales@Elephantlifting.com or telephone to 225.644.6113.

The full RMA process and other RMA details are described on the following pages of this form.

First Name:	Last Name:
Email:	
Company:	
Telephone:	Extension:
Contact Name (for Technical Questions):	

Origin Shipping Info:

Address:	City:	State:
Company:	Zip Code:	

Destination Address for Return:

Address:	City:	State:
Company:	Zip Code:	

Product Information: (Please see page 3 if you have more than (1) RMA.)

Model Number:	PO #	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:	Quantity Returned:	
Additional Comments:		
RESET FORM		

Grey Area is for Internal Use Only.

Date:	Categories: WR OOW REPAIR BER
Printed Name:	RMA #:

Signature: _____

*WR - Warranty Repair

*OOW - Out of Warranty - No Repair, sending back to the customer as is.

*Repair - Sent customer a repair quote as the product is out of warranty or the damage is not related to a warranty.

*BER - Product is beyond economical repair, and customer opts to scrap the product, or have it returned as is.

RMA INSTRUCTIONS

ALL RETURNS MUST HAVE AN RMA NUMBER AND PROOF OF PURCHASE!

1. RMA REQUEST: All returns, including sales samples and warranties must have an RMA number. To obtain a RMA number the customer must complete and submit the RMA form to Elephant Lifting.

2. CONDITION OF MERCHANDISE BEING RETURNED:

a. IF MERCHANDISE IS BEING RETURNED ON WARRANTY:

- Product must be returned in original packaging or packaged securely so as to avoid damage in shipping.
- Product must be returned with all accessories (ie: wires, connectors, brackets, etc.).

b. IF MERCHANDISE IS BEING RETURNED FOR CREDIT:

- Product must be returned in original packaging with all literature.
- Product must be returned with all accessories (i.e.: wires, connectors, brackets etc.).
- Product itself must be in perfect condition (i.e.: no scratches, no signs of wear and tear etc.).
- If product is not a sales sample, a re-conditioning fee will apply, or the return may be denied.
- Special Order products are non-refundable and not eligible for return

3. RMA REVIEW: Elephant Lifting will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the hardware is not returned unnecessarily.

4. RMA REPAIR CHARGES FOR DEFECTIVE PRODUCTS: Products covered under the original warranty will be repaired or replaced free of charge. Products no longer covered under warranty will incur a repair charge or replacement charge.

5. RMA ISSUED: When the RMA Administrator has confirmed a return is necessary and all other requirements have been satisfied an RMA number will be sent to customer.

6. RMA EXPIRATION: Once the RMA # has been issued the product must be received by Elephant Lifting within 14 days of the date of issue of the RMA#.

7. SHIPMENT OF RMA TO ELEPHANT LIFTING: RMA NUMBERS MUST BE CLEARLY MARKED ON THE OUTSIDE OF THE BOX THE MERCHANDISE IS BEING SHIPPED IN. IF PERSONNEL IN OUR SHIPPING DEPARTMENT CANNOT EASILY READ (FIND) THE RMA #, THE MERCHANDISE WILL NOT BE ACCEPTED FOR RETURN.

The customer is responsible for the safe shipment of the hardware in appropriate packaging.

8. WARRANTY TEST/REPAIR: Elephant Lifting will repair or replace at its discretion all warranted hardware.

9. ADDITIONAL DETAILS: NO TROUBLE FOUND RMAS

If an RMA is determined to be NO Trouble Found (NTF), Elephant Lifting will request additional information from the customer in an attempt to replicate the customer observed failure. If no failure is reproduced, Elephant Lifting will return the RMA to the customer as NTF.

10. UNREPAIRABLE OUT OF WARRANTY (OOW)

Hardware returned to Elephant Lifting determined to be unrepairable for any reason will not be automatically replaced. A replacement hardware product can be ordered through the customer's normal Elephant Lifting sales channel. OOW hardware found to be unrepairable can either be returned to the customer 'as is' at customer's cost or scrapped at Elephant Lifting upon customer request.

11. SHIPPING OF RMAS ELEPHANT LIFTING

Shipping of all RMAs from the customer to Elephant Lifting is at customer expense. Customers are encouraged to notify Elephant Lifting when RMAs are shipped and to provide shipment tracking details. RMAs are to be appropriately packaged to ensure the safe transit of the hardware product to Elephant Lifting. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

12. SHIPPING OF WARRANTY MAINTENANCE RMAS FROM ELEPHANT LIFTING

Shipping of all Warranty RMAs from Elephant Lifting to the customer is at customer's expense unless prior agreement is made with the customer.

13. SHIPPING OF OOW RMAS FROM ELEPHANT LIFTING

Shipping of all OOW RMAs from Elephant Lifting is at customer expense. The cost of shipping from Elephant Lifting is not included in the quoted OOW RMA repair charge.

14. EXPEDITED RMA PROCESSING

Elephant Lifting can provide expedited testing and repair of RMAs on a case by case basis for an additional charge. A quotation for expedited processing can be provided upon request. Otherwise all RMA's are placed in a que with other in house orders, and processed in order.

15. DAMAGED PRODUCT

It is the responsibility of the customer to ensure product is adequately packed so as to avoid shipping damages. Damage in shipping is solely the responsibility of customer. Elephant Lifting will not accept warranty product or returns that have been damaged in shipping. Any product that is damaged due to misuse or alteration will also not be accepted by Elephant Lifting. (Electric hoists should ship LTL only. All chain should be properly wrapped to avoid chain dragging during shipping.)

16. SHIP PRODUCT ALONG WITH RMA AND PROOF OF PURCHASE TO:

Elephant Lifting Products
ATTN: Warranty or Return (Whichever applies to you)
38381 N. Robert Wilson Rd
Gonzales, LA 70737

Additional Returns

Product Information:

Model Number:	PO #	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:	Quantity Returned:	

Product Information:

Model Number:	PO #	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:	Quantity Returned:	

Product Information:

Model Number:	PO #	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:	Quantity Returned:	

Product Information:

Model Number:	PO #	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:	Quantity Returned:	

Product Information:

Model Number:	PO #	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:	Quantity Returned:	

Product Information:

Model Number:	PO #	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:	Quantity Returned:	