



Return Merchandise Authorization (RMA) PROCEDURE

Step 1: Contact TELMA @ 800-797-7714 with reason for return.

Step 2: Telma will complete the RMA request.

Step 3: Upon approval, an RMA form will be completed and an RMA number will be provided by fax or email to the requesting customer along with return instructions. Material is **NOT** to be sent back prior to receiving an RMA number. The RMA number must appear on the outside of the return shipment container. If the RMA number cannot be identified the shipment will be refused.

Step 4: Upon receipt of RMA, material will be inspected. If received complete and without damage, a credit will be issued and sent to the original billing party. If parts are received damaged or deemed unsaleable after inspection the customer will be notified and parts will be sent back without credit.

Note: 15% restock fee applies to returns on invoices dated 30days prior and a 25% restock fee applies for returns 31 days and older from the date of the invoice.

*These procedures are **not** to be used with any warranty items; you should visit www.telmausa.com for any warranty issues.