

Owner / Personal Information – costs involved from misplaced packaged due to inability to legibly complete the following information will be senders responsibility. Not Elemental Designs.

Name (First, Last) _____ Date ____ / ____ / ____

Address _____

City _____

State _____

Zip Code _____

E-Mail Address _____

Phone (Home) (____) _____

Phone (Work) (____) _____

Phone (Cell) (____) _____

Production Specific Information – costs involved from inaccurately or false information below will be the senders responsibility.

Model # _____

Description Of Issue :

Return Authorization Number – If sender fails to include critical RA number they assume all costs involved with product shipment. To obtain RA # please visit <http://www.edesignaudio.com/warranty.php>

RMA Number # _____

RMA Number must be CLEARLY marked on the outside of the box being sent back to eD. Failure to do so can and will result in a refusal of the package, any and all fees resulting in this will be the responsibility of the sender.

Instructions of use.

The above information MUST be filled out in it's entirety in a legible fashion. Drivers or equipment sent back to Elemental Designs require the following criteria.

1. Equipment must be shipped to ; Elemental Designs. 1618 N. 15th Ave E. Newton IA 50208.
2. **Original Packaging.** Item must be shipped back in original packaging. Failure to do so will result in an immediate \$20 repackaging fee.
3. **Invoice** / original purchase invoice must be included for the original owner. (Failure to provide original sales invoice / receipt results in null and void warranty).
4. Equipment must be shipped **insured for the full worth of the product.** Shipping damage will be the responsibility of the sender.
5. **RMA # Number be CLEARLY marked on the outside of the package.** Each Package must clearly have a RMA number marked on it. **Items must be shipped UPS, FEDEX, or DHL. Do not under any circumstance ship any items with USPS. Any item shipped with USPS will be refused. Failure to ship with UPS, FEDEX, or DHL may result in refusal of package. Any incurred fee's due to inability to follow these directions is the responsibility of the shipper.**

Checklist. (Please initial)

x. Invoice / Receipt. (Failure to include will result in a null and void warranty.)

x. I agree the above has been completed to the best of my knowledge and does not falsify or misrepresent the shipment sent to Elemental Designs anyway. I understand by falsifying myself or the product may result in a slow return process.

Print this page and include with EACH package sent back to Elemental Designs (if multiple packages are included). Any fees incurred due to sender's inability to complete the above or shipment processes are the responsibility of the sender. Elemental Designs is not responsible for any costs involved due to the refusal of shipment, incorrect shipping information by the shipping service, or any other issues resulting from the inability to follow all of the above.

RMA CONTRACT. FAILURE TO INCLUDE THIS PAGE WITH YOUR RMA RETURN WILL RESULT ITEM BEING PLACED DIRECTLY IN STORAGE.

I X. _____ (please initial) understand all contact with Elemental Designs regarding my RMA will be done via e-mail. Any questions I have will be directed to rma@edesignaudio.com.

I X. _____ (please initial) understand my refusal to include this sheet will result in my equipment not being inspected and storage fees being applied at a rate of 3 dollars USD per day.

I X. _____ (please initial) understand that if Elemental Designs contacts me regarding this product and if I fail to respond to their inquiries for a period of 30 days I will be subject to a 3 dollar per day storage fee for every additional day over 30 days.

I X. _____ (please initial) understand that if Elemental Designs contacts me regarding this product and if I fail to respond to their inquiries for a period of 30 days (1 Month) Elemental Designs will dispose of the property at their discretion.

I X. _____ (please initial) understand that if I return this item in anything but its original packaging I will be subject to re-packaging fees for said item.

I X. _____ (please initial) understand that if this item is not covered by warranty agreement there will be rebuild fees associated with the product being returned to me. I understand that if this item is not covered under warranty I will be responsible for any and all shipping fees.

I X. _____ (please initial) understand if I ship my equipment to Elemental Designs, Elemental Designs is not responsible for damage that may occur to equipment while in possession of selected shipping services. I understand any claims that may arise from selected shipping services are my responsibility. Not Elemental Designs.

I X. _____ (please initial) understand that all references to the product I am sending will be to the RMA number. I will print my information for my records and keep track of my RMA number. I understand that failure to include the RMA on the package sent will result in an immediate 3 dollar per day storage fee.

I X. _____ (please initial) understand that all storage fee's / rebuild fee's / repackaging fee's applied to my RMA will need to be paid before the item is shipped back to me.

I X. _____ (please initial) understand if I do not include the original invoice with this item there is no warranty expressed or implied. I will be responsible for any fees incurred repairing or shipping said item.

Sign Here X. _____

Date ____ / ____ / ____

**RMA CONTRACT. FAILURE TO INCLUDE THIS PAGE WITH YOUR RMA RETURN WILL RESULT
ITEM BEING PLACED DIRECTLY IN STORAGE**

..... © Elemental Designs L.C. 2002 – 2006.