



Date RMA # Issued: _____

Estimated Date of RMA Arrival: _____

Send Returns To:
AleEv / C5
816 Secretary Drive
Arlington, TX 76015

You Can Reach Us By
Email: Sales@C5.com
Or
Phone: 800-535-8284

Date: _____ Company Name: _____

Acct #: _____ Contact Person: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ RMA#: _____

(C5 will issue RMA #)

Invoice Number	Part Number	Description	Reason for Return If Defective please explain	Quantity	Credit Account OR Exchange Product

REQUESTS WITHOUT INVOICE NUMBERS MAY CAUSE A DELAY IN THE PROCESSING OF YOUR RMA

Please return this form via email or fax to AleEv/c5™ at Sales@c5.com or (800) 775-5943 to receive your Return Merchandise Authorization number (RMA number).

Only returns with properly completed forms and RMA numbers will be accepted!

RMA MUST BE SHIPPED TO C5 WITHIN 24 HOURS OF RECEIVING RMA NUMBER

*****PLEASE SEE PAGE 2 FOR OUR TERMS AND CONDITIONS*****



Date RMA # Issued: _____

Estimated Date of RMA Arrival: _____

Send Returns To:
AleEv / C5
816 Secretary Drive
Arlington, TX 76015

You Can Reach Us By
Email: Sales@C5.com
Or
Phone: 800-535-8284

TERMS & CONDITIONS

This form will be reviewed and returned with a RMA number, as well as any changes deemed necessary in accordance with the Terms and Conditions section of the AleEv/c5™ return policy listed.

RMA Process:

- Place the original return form with the RMA number, issued to you by AleEv/c5™, inside the package you are returning to AleEv/c5™.
- Be sure to clearly mark the RMA number on the outside of the package being shipped back to AleEv/c5™.
- Packages without an RMA number clearly marked on the outside will be refused and returned to the sender.
- Products returned will be credited the current AleEv/c5™ sales price of that item.
- RMA numbers will expire after 30 days

Stock Balancing/Overstock:

- Up to 5% of your average monthly purchases may be returned without incurring a restocking fee. The product must be returned within 90 days of the original invoice.
- Product returned after 90 days of the original invoice will incur a 25% restocking fee.
- Stock Balancing/Overstock returns are *limited to 5% of your average monthly purchases*. Returns above and beyond 5% of your average monthly purchases are **not** eligible to receive credit.
- The following conditions apply to all stock balancing/overstock returns:
 - Must be in new/saleable condition
 - Must be returned in original packaging
 - Product must be a current SKU (not discontinued)

Unacceptable Returns:

- Merchandise returned without the original manufacturer packaging will be disposed of at our discretion and credit or replacement **will not** be issued.
- Merchandise returned to us that is neither manufactured nor distributed by AleEv/c5™ will be disposed of at our discretion and credit or replacement **will not** be issued.

Warranties:

Warranty policy does not cover customer abuse, misuse, damages, improper installation, product with missing serial number and/or labels removed/altered, products missing components, or normal wear and tear.

- OEM/Bluetooth- Manufacturer Specified Terms
 - **Note: Proof of purchase must be provided for return to be accepted**
- Faceplates- Six Months against manufacturer defects
- All other product- One Year against manufacturer defects

Notices:

- AleEv/c5™ reserves the right to disqualify any merchandise upon receipt.
- AleEv/c5™ warranty and returns/exchange policies are subject to change without notice.