



## Return Materials Authorization (RMA) Procedure

### Sales RMA

As of September 1<sup>st</sup>, 2015, **only unopened product** returned within thirty days will be accepted and a 20% re-stock fee will apply. Wall-Smart does not accept Sales RMAs for “End of Life” products or for custom made products.

### Defective Product

Defective products must be returned within **one year** of purchase to be considered for credit. All returns are inspected and evaluated to determine their warranty status. Please read the warranty carefully.

### RMA Form

RMA form (attached) must be sent to: [support@wall-smart.com](mailto:support@wall-smart.com).

Please include pictures if applicable.

On receipt of the Wall-Smart RMA Number, and instructions for returning the product, please promptly return the product and any packaging materials securely packed and shipping paid to Wall-Smart for examination. Wall-Smart will investigate your return and will report any conclusions made as soon as possible. Should the failure be attributed to customer error Wall-Smart reserves the right to re-invoice the product, charge for any repair requested and charge for any shipping costs.

Copy of the completed RMA form should be attached as the packing list.

### Packaging Recommendation for RMA returns

All returns are subject to incoming inspection for shipping and handling damages. Unfortunately we can't be responsible for damage due to inadequate packaging. We recommend that packing materials consist of the ORIGINAL packaging if at all possible.

For additional questions related to shipping or packing of your RMA, please contact [support@wall-smart.com](mailto:support@wall-smart.com)



Wall-Smart Ltd.  
RMA form

**Section 1**

<b>Customer Name:</b>			
<b>Date:</b>		<b>Customer RMA No:</b>	
<b>Customer Address:</b>		<b>Wall-Smart RMA No:</b>	
<b>Contact Name:</b>		<b>Contact Phone:</b>	
<b>Email Address:</b>			
<b>ORDER INFORMATION</b>			
<b>Customer</b>		<b>Wall-Smart</b>	
<b>Purchase Order No:</b>		<b>Order No:</b>	
		<b>Invoice No:</b>	
		<b>Shipping waybill:</b>	
		<b>Shipping company</b>	
<b>PRODUCT INFORMATION</b>			
<b>P/N:</b>		<b>Quantity:</b>	
<b>Product Name:</b>			
<b>Serial #</b>			
<b>REASON FOR RETURN. Please include pictures if applicable.</b>			

On receipt of the Wall-Smart RMA Number please promptly return the product and any packaging materials securely packed and shipping paid to Wall-Smart for examination. Wall-Smart will investigate your return and will report any conclusions made as soon as possible. Should the failure be attributed to customer error Wall-Smart reserves the right to re-invoice the product, charge for any repair requested and charge for any shipping costs.

**Section 2 - For Wall-Smart Use Only.**

<b>Approved</b>		<b>Credit</b>		<b>Replace</b>		<b>Rework</b>		<b>Date</b>	
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