

FRIEDRICH

Friedrich Air Conditioning LLC

Phone 800-541-6645 x 4
Email: RMA@friedrich.com

Return Material Authorization (RMA) Request Form

Friedrich Customer Billing Info				
Company:		Contact Name:		
Address:		Email:		
City / State/ Zip:		PO / Invoice #		
Customer Shipping Info <input type="checkbox"/> (Same as above)				
Company:		Contact Name:		
Address:		Phone:		
City / State/ Zip:		Email:		
Item Requested:	<u>Serialized Unit (Limit 4):</u>	<u>Accessory (Limit 4):</u>	<u>Part:</u>	
Options available:	Credit: <input type="checkbox"/> Replacement: <input type="checkbox"/>	Credit: <input type="checkbox"/> Replacement: <input type="checkbox"/>	Credit Only	
RMA Info – Multiple Accessory / Part's quantities can be on each line, but only 1 serial number per line.				
<u>Model / Part #</u>	<u>Serial #</u>	<u>Description</u>	<u>Reason for Return*</u>	<u>Qty</u>
<i>Friedrich Use Only:</i>				
Warranty: Y/N		Case #:		
Approver:		Credit #:		
RMA Number:		Order #:		

***Disclaimer*: 1. By submitting this form to Friedrich in lieu of returning parts or units, both parties understand and agree it is the responsibility of customer to properly dispose of the parts or failed unit(s,) unless instructed to return within 30 days of receiving this form completed. Credit may not be issued if items are not returned when requested. 2. A service report may be requested upon receipt of this document. 3. All replacement options are shipped UPS Ground.**

Place Model & Serial number Sticker(s) here:

Instructions:

- Fill out form
- Attach data tag(s) to show Model and Serial number(s)
- Email scanned form and tag(s) back to RMA@friedrich.com
- Confirmation of request will be sent via email within 1 business day

If assistance is required, please call 800-541-6645 x 4

SV-008 (3/10)