Document Name: AllTorque Customer RMA			Document #: FRM-0033	AllTorque
Document Owner SALES	Approved By: T. Mcilravey	Issue Date (yyyy/mm/dd) 2024/07/17	Rev # B	PAGE 1 OF 2

Return Procedures	Please Print Legibly
Products may be returned by following these steps:	Customer Name:
1. Contact the RMA Department to obtain an RMA # rma@alltorque.com	Return Address:
2. Fill out the RMA Form in its entirety	
3. Submit the completed RMA form to rma@alltorque.com	Email Address:
4. Receive back the approved RMA Form with the assigned RMA number from the RMA Dept.	Phone:
	I request authorization to return the product(s) listed below and that I receive:
5. Pack the authorized items per the shipping instructions below. Be sure to place the RMA Form in the box with the item(s) being returned.	☐ Replacement ☐ Repair ☐ Refund ☐ Warranty ☐ Service Plan ☐ Re-Certification ☐ Exchange Required?
6. Ship the authorized item(s) within 15 days of the date that the RMA number was issued. Send the Freight receipt to rma@alltorque.com. If the item(s) are deemed faulty AllTorque will reimburse the freight charges.	Customer Representative: Date:
	Shipping Instructions
7. Your RMA and returned item(s) will be fully processed within 30 days of receipt at AllTorque. **10 Business Days - Service Plan**	1 - Mark the outside of the box with the RMA # 2 - Make sure all accessories are packed with the item(s) 3 - Enclose the Approval RMA Form 4 - Enclose any other paperwork if applicable Return Address for Packing/ShippingLabel: ATTN: RMA DEPARTMENT Unit 108 - 239 Spruce Street Red Deer County Alberta, Canada T4E 1B4

Service Plan Members **If you do not already have your ship to information please contact rma@alltorque.com**

(This Box is to be completed by AllTorque RMA Department)		
RMA #:		Issued By:
Date Issued:		

(Use second page for more returns and/or exchanges)

Part Description	Serial #	Issue (reason for return)

Italics indicate changes from previous revisions

Part Description	Serial #	Issue (reason for return)