


Document Name: AllTorque Customer RMA		Document #: FRM-0033			
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: <input type="text"/>			
1. Contact the RMA Department to obtain an RMA # rma@alltorque.com		Return Address: <input type="text"/>			
2. Fill out the RMA Form in its entirety					
3. Submit the completed RMA form to rma@alltorque.com		Email Address: <input type="text"/>			
4. Receive back the approved RMA Form with the assigned RMA number from the RMA Dept.		Phone: <input type="text"/>			
		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	
		<input type="checkbox"/>		Exchange Required? <input type="checkbox"/>	
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: <input type="text"/>			
		Date: <input type="text"/>			
		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

