

Return Authorization Request Form

J. L. Troy Company, Inc.

This form must be filled out completely, signed where indicated, and returned via fax (901-372-1454) or email (rma@JLTroy.com) before a Return Authorization Number will be issued.

- ❑ Within 48 hours, an approved RMA form will be faxed or emailed to you. **Only include those parts listed on the RMA form.** Parts not listed are *not* approved for return. This form will include your RMA number and can be tri-folded and taped with clear tape to display the shipping address and the RMA number. Always include the RMA form with the shipment and be sure that the RMA number is prominently displayed on the shipping container. **Any returns without a visible RMA number will be refused at the point of delivery.**
- ❑ **Only return the defective part or parts unless instructed to do otherwise. This applies especially to alarms, keyless entries, and remote starter units. Please keep the box, accessories and harnessing, otherwise a fee of \$7.90 will be charged to your account for the extra handling necessary to process your return.**
- ❑ Once received, your returned parts will be processed as soon as possible. Items will be checked for warranty status and marked for replacement or repair. Older items (1 year or older) may require factory repair. J. L. Troy Company, Inc. reserves the right to have you send certain items directly to the manufacturer. We strive to return your replacement parts with your next regular order. When ordering, please notify your J. L. Troy Company, Inc. salesperson if you know of a pending RMA return. If you would like your replacement parts returned separately, we will gladly do so with the addition of a \$7.90 shipping charge.

Please list all parts individually and, if possible, describe the problem and/or reason for return.

Part	Description of problem / Reason for return	Office use only

Please complete and sign:

Company Name: _____ Company phone: _____ Fax: _____

Return prepared by: _____ Signature: _____

The above signed understands and accepts the return authorization process as stated above. All returns will be subject to the Return Procedures as set forth here and in the J. L. Troy Company, Inc. Customer Policies and Terms found in the catalog and online at www.JLTroy.com.