



"The Dealer Friendly Distributor"
(800) 546-VSSI
(8774)

REQUEST FOR RETURN AUTHORIZATION

CONTACT INFORMATION

VSS CUSTOMER NUMBER: _____		VSS SALES PERSON: _____	
COMPANY NAME: _____		CONTACT PERSON: _____	
ADDRESS: _____	CITY: _____	STATE: _____	ZIP: _____
PHONE: _____	FAX: _____	CEL/ALT: _____	

REQUEST TYPE / PRODUCT INFORMATION

REQUEST TYPE: Non-Warranty Repair Warranty Repair Warranty Replacement Credit Evaluation

MODEL NUMBER: _____ SERIAL NUMBER: _____

DATE PURCHASED: _____ INVOICE NUMBER: _____

DETAILED DESCRIPTION OF PROBLEM:

**Please Describe in DETAIL the Reason for Requesting an RA. Be Specific in Stating the Product Defect or Failure.

TERMS / CONDITIONS

Please read these important aspects of our Return Merchandise Policy & Procedure:

- All returns require a Valid RA#. RA#'s are only valid for 15 days from the date of issue. Unauthorized returns will not be accepted and will be shipped back at customers expense.
- Customer is responsible for all incoming/outgoing freight charges to/from manufacturer or repair center for repairs and replacements.
- RA requests are required in WRITING; Verbal requests are not permitted.
- Credit will only be issued on merchandise that is returned IN NEW CONDITION within 30 days of purchase.
- ALL requests will be treated as NON-Warranty repairs unless a copy of the original invoice is provided at the time of request.
- Customer authorization of estimate is required before any Non-Warranty repair work will be performed.
- Customer is to make shipping or pick up arrangements within 7 days of notification that repair is complete.

NAME: _____ TITLE: _____ SIGNATURE: _____ DATE: _____

Please Fax Completed Form to (818) 848-7374

INTERNAL USE ONLY (Authorized RA# will be faxed back to you)

CUSTOMER RA # _____ GIVEN BY: _____ DATE: _____

Please repackage item and clearly mark RA# on outside of shipping carton and SHIP TO:

- VSS - BURBANK: 632 N. VICTORY BLVD. BURBANK, CA 91502 ATTN: REPAIR DEPT RA# _____
- VSS - CORONA: 1785 POMONA RD. UNIT B CORONA, CA 92880 ATTN: REPAIR DEPT RA# _____

Burbank: 632 N. Victory Blvd. Burbank, CA 91502 Phone: 818.848.7305 Fax: 818.848.7374
Corona: 1785 Pomona Rd. Unit B. Corona, CA 92880 Phone: 951.278.8741 Fax: 951.278.8749

www.vsscctv.com / sales@vsscctv.com