Return Material Authorization (RMA) Request Form

TO: ____________________________  PHONE NUMBER: ____________________________

ATTENTION: ____________________________  FAX NUMBER: ____________________________

DATE: ____________________________  FROM: MK RMA Authorization Dept.

RETURN GOODS POLICY

1. Return authorization must be obtained from MK Products, Irvine, California, prior to the shipment of any product, for any reason. We will issue to the customer a numbered "RGL" label, which must be affixed to the outside of the package and a copy affixed to the returned product. Packages without the RGL Shipping Label on the outside will be refused.

2. NEW/UNUSED/DEFECTIVE You have up to 30 Calendar Days from Invoice Date to request a return of NEW/UNUSED or DEFECTIVE items. If the item(s) are sent back unused in the original packaging including any accessories or manuals that shipped with the product and follow the return procedures, MK Products will offer you a full refund, less shipping costs upon inspection and acceptance of the returned product (unless the item is defective, which you will receive full credit). You will be responsible for shipping the item(s) back to MK Products, including any shipping fees.

3. OPEN/USED You have up to 15 days from date receipt of products to request a return of the open/used items. These items will be subject to a 30% restocking fee and all shipping costs. No Exceptions.

4. All returns must be made Freight Prepaid. MK Products will not accept any returns shipped Freight COD. Any items returned without written authorization from MK Products will be returned, freight collect. If you ship items to us via USPS, please request proof of delivery. Shipping is never refundable.

RMA PROCEDURES

1. All fields of the RMA form must be completed for an RMA authorization number. Please complete the RMA form with detailed descriptions of the problem with your product. Use extra sheets if necessary.

2. Either an RMA number or a reason for RMA denial will be faxed back to you.

Return both pages to RMA Authorization Dept: 949-474-1428 or sales@mkprod.com

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<th>Date:</th>
<th>Company:</th>
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<td>Name:</td>
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<tr>
<th>Model/Part Number</th>
<th>Serial Number</th>
<th>Quantity</th>
<th>P.O. Number</th>
<th>Invoice Number</th>
<th>RMA Auth. Number</th>
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Reason for Return (Explain in Detail):

________________________________________________________________________________________
________________________________________________________________________________________
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________________________________________________________________________________________
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I have read and understood all of the policies stated above.

Signed: ________________________________________  Date:__________________________

Do Not Write Below This Line.  MK Use Only.

________________________________________________________________________________________
________________________________________________________________________________________
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Approved: ________________________________________  Date:__________________________

MK Products, Inc.  16882 Armstrong Ave.  Irvine, CA  92606  Phone: 949-863-1234  Fax: 949-474-1428
RMARequestForm2015.doc (Nov 24, 2015)