

EVERCOOL THERMAL LLC

624 S. HAMBLEDON AVE, CITY OF INDUSTRY, CA 91744

TEL:(626)330-9833 FAX:(626)330-9844



RMA REQUEST FORM

- Please print and fill out the following form to request an RMA number. • All information must be completed in order to be approved. • Upon completion, please fax to 1-626-330-9844 or e-mail to rma@aocusa.com.
- When your RMA form has been received, we will issue an RMA number within 48hrs. • If you do not receive a confirmation that we received your request by fax or e-mail, then please re-send your form or contact us ASAP.

In order to receive an RMA #, you must first complete this RMA request form. RMA #'s will not be given if the form is incomplete. Moreover, merchandise returned without an RMA number will be refused by our shipping department. Please make sure that the RMA number is prominently displayed on the shipping label of your package.

Mail to: Evercool Thermal, LLC

624 S. Hambledon Ave.

City of Industry, CA 91744

RMA Office Hour: Mon. – Fri., 9 A.M. – 2 P.M.

If you have any questions, please contact our customer service at 1-626-330-9833 ext 211

Company Name: _____ Company ID#: _____

Contact Name: _____ Date: _____

Phone #: _____ Fax #: _____ E-mail: _____

Ship to Address: _____

City/State/Zip: _____

AOC Part #	QTY	Invoice #	Invoice Date	Reason for Return

Receive By: _____ **Date:** _____

RMA #: _____

RMA numbers are valid for 15 days after the day of issuance. The RMA number(s) must be prominently displayed only on the shipping label of boxes containing returned goods. Do not mark the boxes themselves. Any product returned without an RMA number, incomplete and/or not in resalable condition, or with an RMA number over 15 days old, may be refused. Returned goods must be shipped freight prepaid in their original boxes and packing material. A copy of your packing list/invoice must accompany all returned Products. Returned goods should be freight insured by you. Product returned to you under Warranty is shipped freight-prepaid via UPS Ground or other carrier at our discretion. A.O.C. reserves the right to charge for shipping, handling and labor if the Product received for replacement or repair is not defective.