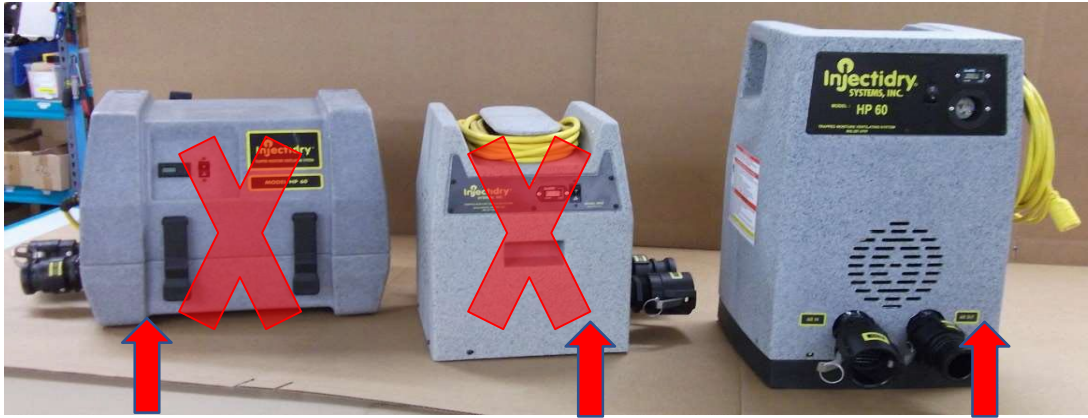


**PLEASE READ FIRST:** We no longer offer repairs for the Generation 1 HP-60 or HP-90 units (far left) and the Gen 2 (pictured middle). The current Generation - Gen 3 (right) HP 60 and HP PLUS units are eligible for RMA services.



GEN 1

GEN 2

GEN 3

**Note:** The billing and payment information is to be completed by the party responsible for the authorization and cost of the repairs (if applicable).

COMPANY INFORMATION		
Name of Person Completing this form		Are you the owner of the equipment?
Date of Request (MM/DD/YY)		
Bill to Company Name		Ship To Company Name
Address		Address
City		City
State/Province	Zip/Postal Code	Country
Email 1		Phone 1
Email 2		Phone 2
SHIPPING SERVICES		
Our shipping services are available for US customers only. We can sell you a packaging set and ship it to you, it would be cheaper if you supply your own box.		
Do you need a packaging set to be provided?	Qty	Pickup Request?
If shipping services are selected, a form of payment will need to be supplied at this time.		

23-RMA Request form

<b>PAYMENT</b>					
Credit Card Type (VISA or MASTERCARD ONLY)			Name on Card		
Card No.		Expiration			
				MM	YY
CC Statement Street Address			CC Statement Zip Code		

<b>PRODUCT FOR RMA RETURN</b>				
Item 1				
Model	Serial	Hours	Date Purchased	Where Purchased
Invoice No	Has the unit been used to dry flooring?		Has the unit been used in a confined space?	
Describe the problems observed				

Item 2				
Model	Serial	Hours	Date Purchased	Where Purchased
Invoice No	Has the unit been used to dry flooring?		Has the unit been used in a confined space?	
Describe the problems observed				

**TERMS & CONDITIONS**

RMA's are used anytime merchandise (warranty and non-warranty) is returned to Injectidry Systems Inc (ISI). ISI charges a \$50 fee to inspect the merchandise and will provide a written report and estimate at its discretion. This form must be completed and approved by ISI prior to the return of any merchandise. If an RMA number is assigned, it must be clearly affixed to the exterior of the shipping container and the shipment must be made by a carrier capable of tracking the merchandise and providing proof of receipt by ISI. Items returned without an RMA or tracking number, at the sole discretion of ISI, may not be accepted for return and may be scrapped. Depending on the product (see your warranty), ISI during the first year will pay for the shipping charges to and from ISI (customer responsible for shipping if warranty is deemed voided). In order to be eligible for shipping service, the customer must use the original shipping packaging set. A packaging set may be purchased and shipped to the customer at their expense. The Customer is responsible for shipping costs of all returned items that are out of first year of warranty including insurance, and is responsible for filing insurance claims for products damaged during shipment. Products must be packaged properly and in clean and reasonable condition. Products received in poor condition may be photographed and either scrapped or returned at the Customer's expense. Non-warranty RMA part(s) must be received by ISI no later than 30 days from the date this form is approved by ISI. Once ISI has issued a RMA report you will have 30 days to respond in writing to the provided report/estimate. Payment will be due prior to any work performed. In the event the customer has not respond (with authorization or payment) within 60 days the materials will be scrapped. Warranty coverage is generally determined by a vendor's report concerning the manufacturer's defect. Any warranty disputes will be resolved at the sole discretion of ISI. Exceptions will only be made in cases where ISI supplied written incorrect part information to the Customer. Any disputes with this policy will be resolved at the sole discretion of ISI. Funds are to be US dollars.

By signing below, you are agreeing to all the terms and conditions set forth on this form.

Print Name	Title	Signature	Date

Please return to [repairs@injectidry.com](mailto:repairs@injectidry.com) when completed