



www.SnHwireless.com

Return Merchandise Authorization

Merchandise will **NOT** be accepted without a valid RMA number.

Only fill out this form if merchandise meets our policy.

NEW phones carry 7-day warranty from invoice date. Defective units will be repaired or exchanged upon evaluation. Damaged or scratched units will not be accepted.

Please fill in the following clearly

Customer Number	
Account Name	
Address	
Telephone #	Fax #

Please circle from the following reason(s) of return/exchange:

- Incorrect item received
- "DOA" (dead on arrival)
- Defective Unit(s)

Item Model (IMEI Number)	Description of Problem:	Warranty Status: (Is unit in warranty?)	Talk Time:

Total Amount: \$

Order # _____ Sold By: _____ RMA Approved By: _____

RMA Number:

**** DEFECTIVE UNITS MUST BE SHIPPED TO CORPORATE OFFICE****

1400 Ave Z #303, Brooklyn NY 11235 | Tel: (718) 715 4973 Fax: (347) 223 5951

Defective merchandise must be shipped out within 3 (three) days of calling. The RMA number must be displayed on the shipping label of box containing goods. Do **NOT** mark the actual box of the phone. Products returned without RMA number, or with an expired RMA number will be refused. SnH Wireless is not responsible for any shipping charges for products being returned back to us. Please include a copy of invoice and RMA slip in the box.

SnH Wireless will not be responsible for shipping to or from our company for goods out of warranty.

You will be billed for repair or replacement charges for out of warranty units

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