



humidity.com

PRODUCT RETURN REQUEST FORM

Please complete the following form. When finished, please email it to warranty.nortec@humidity.com. Do not forget to print or save a copy of the completed form for your records.

RETURN REASON <i>(Please check one)</i>		
<input type="checkbox"/>	Warranty	Complete <u>all</u> sections
<input type="checkbox"/>	Restocking	Complete sections 1, 3 & 4
<input type="checkbox"/>	Inspection/ Rework/ Testing	Complete <u>all</u> sections

FOR INTERNAL OFFICE USE ONLY	
RMA #	<u>6</u> _ _ _ _ _
Warranty Order (if applicable)	
Reviewed By / Date	
Comments:	

SECTION #1 – GENERAL INFORMATION

AGENT	
CONTACT	
PHONE #	

ORIGINAL SALES ORDER # OR ORIGINAL PURCHASE ORDER (PO#)	
MODEL OF UNIT (IF APPLICABLE)	
SERIAL # OF UNIT (IF APPLICABLE)	

SECTION #2 – SHIPPING DETAILS

Ship Part to:

Ship Part Via:
New PO # / Date of PO

SECTION #3 – PART DETAILS

PART #	QTY	DESCRIPTION


SECTION #4 – OTHER DETAILS

***NATURE OF PROBLEM / SUSPECTED CAUSE / REASON FOR RETURN:**

***Was this issue discussed with any one at Nortec?** _____

If yes, please provide Nortec contact's name: _____ **Call log Ref ID:** _____

NOTES:

- The above information must be completed in full before we can issue RMA# to return any products to Nortec and/or before ordering any warranty parts from Nortec. Failure to complete all of the above may result in a delay processing your request.
* **Section # 1 & 4 in this form are mandatory.**
- Please send completed form to EMAIL: warranty.nortec@humidity.com or FAX#: **613-822-7964**
- Once you receive an RMA# products must be returned to our company within 90 days in properly packaged boxes and tagged with given RMA#; failure to comply may result in goods being refused and returned to your office, a delay in processing your request or a deduction from your credit.
 - US Customer Return Address: 835 Commerce Park Drive, Ogdensburg, NY 13669 
 - Canadian Customer Return Address: 2740 Fenton Road, Ottawa, ON K1T 3T7
- RMA number is valid for only 90 days.