

# venmill industries

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**508-278-0005 FAX**

**Email: support@venmill.com**

# RMA

Return Merchandise Authorization

**PRODUCT: ELITE 60**

## WHERE DO I START?

1. Verify that all information in Section 1 is complete and accurate. If not please make your changes right on the RMA form. Check off your reason for return.
2. Completely fill out Section 2.
3. Completely fill out Section 3.
4. Completely fill out Section 4.
5. Make sure that you have read over all the fine print and that all sections have been completed. If everything has been completed then sign and date the document.
6. Fax your RMA form to **508-278-0005**

Please use this form to provide the following information when returning product for warranty repair, non-warranty repair, or upgrade. Proper completion of this form will prevent delays. No unauthorized returns will be accepted. All returns must have an RMA number clearly visible on the outside of the box. Products returned to VenMill Industries without the proper RMA number will be refused and returned to sender. This RMA number is valid for 30 days.

This 2 page form should be faxed to **508-278-0005**. RMA will be released upon return of this form.

## SECTION 1 Customer Information (VERIFY INFORMATION AND CHECK OFF REASON FOR RETURN)

Store Name:		Today's Date:	
Contact Person:	Phone Number:		
Email:	Fax Number:		
Product Serial Number:			
Reason for Product Return? <i>Please check one.</i> <input type="checkbox"/> warranty repair <input type="checkbox"/> non-warranty repair <input type="checkbox"/> upgrade <input type="checkbox"/> return <input type="checkbox"/> other			

## SECTION 2 Shipping Preparation

**Is all the original packing material and instructions available for repackaging your product?** *Please check one.*

NO  YES

**If NO, would you like to obtain these articles?**

NO  YES

VenMill Industries reserves the right, in certain instances, to charge a stocking and handling fee for units held on its premises past seven days. This includes but is not limited to, machines sitting due to a response of a repair quote and/or machines sitting due to nonpayment of repair, tune up, or upgrade services. A fee of \$5.00 per day and per machine will be charged to the customer. We can not be held responsible for unclaimed units 30 days after the date of completion. All unclaimed units will be considered abandoned after 90 days.

**Choose which packaging you need?**  Full packaging materials  All inner and outer foams only  Outer box only

**SECTION 3 Maintenance Fee**

If your unit arrives with a needed cleaning and consumables replaced, do you give VenMill authority to proceed for a nominal fee? See details to the right and check box.

If your unit does not need any cleaning or a new buffing wheel and large cartridge, no charges will be charged, even if you have checked off the box.

**\$50.00 - Cleaning & Consumables Replaced\***  
Includes: A thorough cleaning internally of the unit, necessary for proper disc repair and operation. A new installed buffing wheel and large cartridge.

**THATS A \$35.00 SAVING JUST ON CONSUMABLES!**

\* Checking off the box tells VenMill to go ahead with the \$50.00 cleaning and consumables replaced. Customer assumes all financial responsibility.

**SECTION 4 Shipping Mode**

**Failure to put Elite 60 into Shipping Mode before shipping will result in shipping damage and will void warranty!** Any incurred damage is the customer's responsibility. Please refer to the User Manual for instructions. If further assistance is required please contact Technical Support 800-928-0090.

Is the unit in Shipping Mode?  NO  YES

If NO, Why? \_\_\_\_\_  
\_\_\_\_\_

Failure to package the machine by VenMill specifications may result in shipping damage and will void warranty! Any incurred damage is the customer's responsibility. The use of home made packing material is not considered a specification of VenMill Industries and proper packaging material must be purchased in order for the machine to be sent back. There is a \$50.00 charge plus shipping for the packing materials if they are discarded. It is the customer's responsibility in all instances to ship the unit back to VenMill Industries. Under the in-warranty agreement VenMill Industries will pay up to \$25.00 to ship the unit (ground) to the customer after service is rendered. Customer will be responsible for any cost over this amount. No fault found will result in a \$65.00 charge plus shipping if applicable even if under warranty. No estimate will be given on repairs under \$150.00. With estimation the cost may vary 20%. A non-refundable deposit of \$100.00 is required for upgrades and out-of-warranty units. The \$100.00 will be applied to the final cost of the repair.

**SECTION 5 Customer Signature** *(By signing this document you hereby agree to the services and consequences outlined in this form)*

\_\_\_\_\_  
Authorized Signature:

\_\_\_\_\_  
Today's Date:

**OFFICE USE ONLY**

VenMill Authorization:  YES  NO

RMA #:

\_\_\_\_\_  
VenMill Authorized Signature:

\_\_\_\_\_  
Today's Date:

**NOTES:**