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Return Merchandise Authorization Form

RMA#:

Date:

Company Name:	Account#
Address:	
Contact:	e-mail
Tel.	Fax.

QTY	MODEL	INVOICE	Date of Purchase	ESN/IMEI	Problem Description

- Before any RMA # is issued the customer must first FAX or e-mail a copy of the original invoice attached to the RMA form completely filled out.
- Any phone being returned must have less than 30 minutes talk time, anything higher will not be accepted
- All returned items must have the RMA # marked on the outside of the box. Any packages returned without a RMA # on the outside will be refused. RMA #'s are valid for 15 days from the day it was issued.
- All products must be returned complete and in its original condition, packaging, and with its original instructions.
- Any returns made by Skywire Communications on behalf of the customer are subject to an estimated turn around time of 4-6 weeks.
- All shipping or additional charges will be billed to the customer. Skywire Communications will obtain prior approval from the customer on out of warranty repairs that may require additional charges.
- No Refunds, exchanges, or credits will be issued on any product .