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### **Customer RMA Requests**

- 1) RMA requests may be made by phone, fax or email.
- 2) All RMA requests shall be directed to the Quality Control Dept. ([gc@componententerprises.com](mailto:gc@componententerprises.com))  
**NOTE: All Returns must be accompanied by a written RMA. No verbal returns will be accepted**
- 3) Required information from customer.
  - A) Customer's purchase order
  - B) Part number
  - C) Rejected quantity
  - D) Nature of the rejection  
Full Description of the rejection; Including email attachments (i.e. photos)
  - E) Customer contact information:  
Name, Phone number-with extension (if applicable), Email address.
  - F) Indicate whether replacement or credit is preferred.
  - G) All RMA requests shall be made within 90 days of Invoice.
- 4) After all of the above information is provided; an evaluation shall be made.
- 5) After the evaluation is made; the customer shall be notified of the disposition.  
i.e. (Replacements, Credit and or Restocking Charge).  
A copy of the RMA will be sent to the customer via fax or email, with instructions.
- 6) The RMA number must be **clearly visible** on the **outside** of the **box** *and* on the return paperwork.

**NOTE: Follow-ups on Replacements RMA's shall go to the Quality Control Department.**  
Email: [gc@componententerprises.com](mailto:gc@componententerprises.com)  
For any Credit only RMA's all requests should go to Accounting.  
Email: [ar@componententerprises.com](mailto:ar@componententerprises.com)