

## Key Source RMA Policy Agreement Form Page 1 of 2

Key Source Technologies  
 P.O. Box 2  
 Kutztown, PA 19530  
 (610)-683-6363

Date of RMA \_\_\_\_\_  
 (Good for 7 days from above date)

Customer Name: \_\_\_\_\_ Tele # \_\_\_\_\_

Address: \_\_\_\_\_ Apt# \_\_\_\_\_ City: \_\_\_\_\_

Zip: \_\_\_\_\_ E-Mail \_\_\_\_\_

**Your RMA # is** \_\_\_\_\_ **Authorized Signature** \_\_\_\_\_ **DMS**

This RMA is void if items are not shipped within 7 days. DO NOT ship items other than allowed on this RMA.

<u>Item Description</u>	<u>Receipt Number/Date</u>	<u>Problem</u>
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This is an agreement between you (buyer) and Key Source Technologies (Seller). This agreement states you (buyer) fully understand and must abide by these terms in order to return defective product back to Key Source.

**Terms:**

1. I have enclosed a copy of original receipt(s) from Key Source (seller) and if a credit card was used to purchase the item, a copy of the credit receipt, and this RMA, initialed at end of each paragraph ( \_\_\_\_\_ Initials) and signed and dated by me (buyer). \_\_\_\_\_ Initials
2. My (buyer) product is within the 30 day OEM warranty. I (buyer) understand there is 25% restocking fee on all (OEM) items after 7 days. \_\_\_\_\_ Initials
3. I (buyer) have properly packaged as if new, all returning (electronic) product separately in anti-stat bags, with 1-2 inches of bubble wrap or secure wrapping around all products, and secure in the box. I (buyer) have NOT put labels on or shipped in the original retail box. My RMA number is on the outside of the shipping box. If the product arrives damaged, I have insured my items as Key Source (seller) reserves the right to refuse or void the warranty of damaged boxes/items upon arrival. Key Source (seller) is not responsible for items lost or broken during my (buyer) shipment to them. \_\_\_\_\_ Initials

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- 4. If shipping for refund (refunds on OEM Products only, no refunds on Retail box items), I (buyer) have contacted a Key Source Sales Rep to be granted a refund and am enclosing all original boxes, cables, manuals, CD's, etc. that came with the item and they are in the same condition as I (buyer) bought them. \_\_\_\_Initials
- 5. I (buyer) have properly tested all products to ensure they are truly defective. \_\_\_\_Initials
- 6. I (buyer) have enclosed either a check made to Key Source or money order or am authorizing use for \$25 of my \_\_\_\_\_ credit card #\_\_\_\_\_ expiration date\_\_\_\_\_ for a retesting/tech fee should the items sent back as defective test as good. This \$25 fee is refundable to me (buyer) if product is defective due to Key Source error. This \$25 fee is non refundable should the product be burned/shorted/broken due to my (buyer) error. \_\_\_\_\_Initials
- 7. I (buyer) am aware and understand that if any product I (buyer) ship back as defective is found to be in working condition or is broken/shorted/burned I (buyer) will be responsible pay shipping costs of the items back to me (buyer). \_\_\_\_\_Initials
- 8. I (buyer) understand that if I (buyer) have broken/shorted/burned product, I (buyer) must wait for that item to be sent back from Key Source (seller) to the manufacturer for determination of replacement/repair. \_\_\_\_\_Initials
- 9. If the manufacturer refuses to replace/repair broken/burned/shorted product, Key Source (seller) shall be held blameless and I (buyer) will not expect or receive a refund/replacement/credit from Key Source (seller). \_\_\_\_\_Initials
- 10. I (buyer) understand that any refunds/replacements/credits after 7 days (refunds on OEM products only) and up to the 30 day OEM warranty due me from Key Source (seller) will be refunded less the 25% restocking fee. If item is within the 30 day warranty, and damage/defect is due to Key Source (seller) error, Key Source will replace the product, send a refund, or issue a full credit for future use (OEM items only)\_\_\_\_\_Initials
- 11. I understand that if I have burned/shorted/broken OEM products, the product must go to the manufacturer for replacement. At the time of manufacturer replacement to Key Source, I (buyer) will receive a 75% refund of my original cost of the product or a credit for fair market value of the product or I (buyer) shall pay for shipping costs to me of the replaced product. (buyer).\_\_\_\_Initials
- 12. I (buyer) agree that I (buyer) shall forfeit any product (good or defective), refunds, or replacements left at Key Source (seller) after 30 days of notification to me via e-mail or telephone of replacement/refund/rejection of the product, refund, or replacement and will become the property of Key Source (seller) for resale or disposal. \_\_\_\_\_Initials

I have initialed, complied with and understand all of the above Terms and Conditions:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Key Source Technologies

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