

## Customer Return Request Form

**S3-FM-03**

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This form is required to report any customer problems to QA for warranty claims. Attach any relevant correspondence, discrepancy reports, and pictures to this form for submittal. Upon receipt of this form, the discrepancy will be researched by our quality department. You will be notified of our findings and will be advised on how to proceed with resolution.

Completed by Customer

**Completed by Customer:**

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact: \_\_\_\_\_ Fax: \_\_\_\_\_

Title: \_\_\_\_\_ E-mail: \_\_\_\_\_

Part Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Qty Rejected: \_\_\_\_\_

Discrepancy discovered during:

Receipt     Installation  
 Inspection     Operation

*Please Provide a detailed description of the problem and basis for rejection:*

Corrective Action Requested:

Credit and Replace  
 Warranty Repair

Credit Only  
 Technical Assistance

Documentation Only  
 Document(s) requested \_\_\_\_\_

Completed by S3 International

**Completed by S3 International SALES DEPARTMENT**

S3 Sales Order#: \_\_\_\_\_

*Additional Information:*

**Completed by S3 International QUALITY DEPARTMENT**

Credit and Replace  
 Authorize Return R.M.A. \_\_\_\_\_

Credit  
 Provide Technical Assistance

Provide Documents

*QA Notes:*

Warranty Approved   
  Warranty Denied   
  Credit Approved   
  Credit Denied

*Details for Approval / Denial*

Approved by: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Revision Date	Revision Summary
1/28/2010	Rev 1