



RMA FORM

590 W. Central Ave Suite E.
Brea, CA 92821

For PoGo! Use Only. Date Received, Accessories, Status:

Please fill out sections below. If you require more space, please continue on back of the page.

Date Sent	
RMA Number	
Customer Name	
Return Mail Address	
City, State	
Zip Code, Country	
Phone Number	
Email	
PO/Invoice Number (see #2)	
Product(s)	
Serial Number(s)	
Credit or Repair/Exchange:	

Problem:

The product serial number is located on the back or inside the battery compartment of your product. It is very important for you to include it. Note: Credit can only be issued if the product was purchased from PoGo! Electronics directly within the last 30 days and any missing accessories will be charged back at the full retail price.

Note: For repairs or exchange, please send the defective unit only. (Do not send the entire box)

By sending your RMA to us, you agree to the following instructions below:

Instructions:

1. Print and fill out the entire form (**except notes box using the program you used to open the .doc file**) and include it inside the package you will send to our address with the **RMA NUMBER** clearly visible on the box. **It is also essential for you to fill out the RMA FORM with LEGIBLE WRITING. If your writing is not legible, or if you put an erroneous/undeliverable address on the RMA form, you may lose your package in the mail. It can take 30days to track such items, so we recommend filling the RMA form carefully to avoid any problems.**
2. For all credit requests, please include your invoice number to avoid any problems.
3. Please insure your package in order to avoid any possible loss. We are NOT responsible for lost items or products!
4. Please be as clear as possible in your description of the problem.
5. If your product has any signs of customer neglect or abuse (dents, scratches, water damage, misuse etc) we reserve the right to charge a fee for the warranty service. **WE DO NOT OFFER FREE WARRANTY SERVICE FOR CUSTOMER NEGLIGENCE.**
6. We ship items back via USPS Priority Mail. We do NOT use UPS or Fed-Ex as a return shipping method.
7. Send defective item only. We do not require the full set. **DO NOT** include memory cards unless specified. We are not responsible for lost items.

SECTION BELOW FOR POGO USE ONLY.

Date:	Product:	Remarks:
Credit:	Repair/Exchange:	QC: