



RMA Shipping Instruction

Please follow the instructions for RMA shipments:

1. Please fill out the “RMA Request Form” including a valid RMA number and place copy of “RMA Request Form” in the first carton of RMA shipments
2. Please fill out and stick the “RMA Shipping Mark” (see attached) on the Right-Top corner of each carton.
3. Please ship with complete package for RMA shipments.
4. In order to ensure the quality product will be received please make sure to package well.
5. Please provide the shipping document (Invoice, Packing List and B/L) to account sales directly after shipping the RMA shipments in order to ensure receiving the RMA shipments and arrange repair schedule.

Remark:

1. Any shipments arrive at Annso Technology Co., LTD or destination without a valid RMA number cannot be accepted.
2. After receiving the RMA shipments, Annso will check the list and send to Technical Support Department within 3 days. If the received RMA shipments do not the same as “RMA Request Form” list, Annso will contact the customer to confirm the detail immediately.
3. When the customer does not provide the fault description, Annso will do the RMA inspection within 3 days after receiving the shipment. The defective products will be either repaired or replaced with no charge to the customer. When the received RMA are functionally without any defective condition, the package, accessories, labor cost and shipping fee will be the customer’s responsibility. Annso will issue the PROFORMA INVOICE to the customer.

RMA

RMA No:

Carton No: ___/___

Q'ty:

Weight:

Company:

Shipping Date:

Note: Please use this form & fill RMA No. ; Or, the RMA Goods will be rejected.
Please stick this label on the Right-Top corner of carton. Please, put RMA list at first carton.

RMA No:

Carton No: ___/___

Q'ty:

Weight:

Company:

Shipping Date:

Note: Please use this form & fill RMA No. ; Or, the RMA Goods will be rejected.
Please stick this label on the Right-Top corner of carton. Please, put RMA list at first carton.