

# Product Return Request

En-Net Return #

Date of Request

## En-Net

712 N East Street  
Frederick, MD 21701  
301-846-9901; Fax: 301-846-9902

# EN NET

### Customer Information: (completed by customer)

Purchase Order # \_\_\_\_\_  
Contact Name \_\_\_\_\_  
Dept/Agency \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State/Zip \_\_\_\_\_  
Phone # \_\_\_\_\_  
Fax # \_\_\_\_\_  
Work Hours \_\_\_\_\_ AM to \_\_\_\_\_ PM  
**Email** \_\_\_\_\_

### Product Condition: (select options)

New/Unopened  
Opened  
Damaged In Transit  
Original Packaging?  
Notes:

### **Comments:**

### Product Information:

<u>Model #</u>	<u>Serial Number</u>	<u>Qty</u>	<u>Description</u>

### Reason for Return: (select reason)

Ordering Error  
Non-Defective  
Incorrect Product  
Damaged/Defective  
Notes:

## Return completed form to En-Net

### TERMS:

- \* Completion of this form does **NOT** guarantee an RMA will be issued.
- \* Upon receipt **AND APPROVAL** of this form, an En-Net RMA Return # will be issued and an RMA rep will be in contact with shipping instructions
- \* If/when an RMA is issued, the customer has **14 days** to return product or they will be responsible for payment.

### Disclaimer:

En-Net adheres to the return and restocking policies of our distributors and manufacturer partners. In general terms, we typically have 7 days from delivery for a no questions asked return and 30 days from delivery for an approved return. En-Net Services reserves the right to refuse a return request based on the condition of said product and/or circumstances, wherein En-Net will determine final approval.

Signature of Contact Person Required: \_\_\_\_\_ Date: \_\_\_\_\_

**By signing this form you agree to the terms set forth above.**