



RMA#: \_\_\_\_\_

## Systems : RMA – Upgrades & Repairs Form

Thank you for your patronage.

Please kindly read the next section underneath, and include this sheet with your return. All RMAs expire 14 days from request – your RMA number is given in the email. Thanks again for choosing Perfect Home Theater!

### **STEP 1: IMPORTANT PACKAGING INSTRUCTIONS**

**The product MUST BE packed and protected, with its original packaging materials.**

**If it is no longer available / product is opened, it should have substitute packaging with minimum of:**

- 1.5 inches of clearance from the outer box's inner surface to its first unprotected surface (if it is a boxed product) or...
- 2.0 inches of high density bubble wrap around the product (if box is unavailable)

Peanuts ARE NOT acceptable at all. If you ship product with peanuts, it will be \$50.00 charge for cleaning (\$100.00 if peanuts are electrostatic).

If the system arrived palletized to you, this means you MUST also palletize it upon its return! (No exceptions!)

**Failure to follow above requirements may result in shipping damage, and/or void this RMA - resulting in the damaged product being returned to sender, postage due.**

### **STEP 2: COMPLETE THE TABLE BELOW**

Please complete the table below, which will help expedite your return.

**Failure to do so will significant delay or may end up resulting in a declined return altogether**

ITEM Serial Number	Model / Description	Invoice Number	Return for: UPGRADE or REPAIR?	Description of Upgrade / Repair Required	PHT Use ONLY (Cf Rep)

### **STEP 3: PLEASE ENTER IN YOUR INFO BELOW**

Name: \_\_\_\_\_ Address 1: \_\_\_\_\_ Company: \_\_\_\_\_

Email: \_\_\_\_\_ Address 2: \_\_\_\_\_ City/Town: \_\_\_\_\_

Phone: \_\_\_\_\_ Address 3: \_\_\_\_\_ Country: \_\_\_\_\_

#### **STEP 4: SENDING IT BACK**

Please ship system back in its ORIGINAL or EQUIVALENT packaging via **UPS, FedEx, or other tracked shipping method to:**

RMA#: \_\_\_\_\_  
 Perfect Home Theater  
 8814 Sea Chase Drive, Lake Worth,  
 FL 33467-1146

#### **SECTION FOR SYSTEMS / INTERNAL USE ONLY**

- Condition**
- No physical damage from shipping on visual inspection : **Proceed**
- Physical damage / Inspection required : **Take pictures**  
 (Technician: Items / parts damaged below for record.  
**DO NOT THROW AWAY INCOMING PACKAGING**)

**Inspected by**

**Date:**