



Tharo Systems, Inc.

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"QUALITY PRODUCTS for QUALITY CUSTOMERS"

****REQUEST FOR RMA****

COMPANY INFORMATION:

COMPANY NAME: _____

ADDRESS: _____

CONTACT: _____

PHONE: _____

EMAIL ADDRESS: _____

PRODUCT INFORMATION:

PRODUCT TO RETURN: _____

REASON FOR RETURN: _____

MODEL AND SERIAL NUMBER (IF APPLICABLE):

PLEASE RETURN THIS COMPLETED SHEET TO printersupport@tharo.com

YOU WILL RECEIVE YOUR RMA# WITHIN 24 HOURS ALONG WITH RETURN INSTRUCTIONS. THANK YOU!

REPAIR PROCEDURE FOR PREPAY CUSTOMERS

1. WHEN THE PRINTER ARRIVES AT THARO FOR REPAIR, CREDIT CARD INFORMATION MUST BE GIVEN BEFORE THE PRINTER IS EVALUATED.
2. ONCE WE RECEIVE THAT INFORMATION, THE PRINTER WILL BE EVALUATED AND AN ESTIMATE FOR REPAIRS WILL BE SENT VIA EMAIL.
3. UPON APPROVAL OF THE ESTIMATE (**WITHIN 5 BUSINESS DAYS) THE REPAIRS WILL BE MADE. IF REPAIRS ARE NOT WANTED, AN EVALUATION FEE OF \$55.00, ALONG WITH UPS GROUND FREIGHT, WILL BE CHARGED TO THE CREDIT CARD AND THE PRINTER WILL BE RETURNED AT THAT TIME.
4. WHEN THE PRINTER IS FINISHED, THE CREDIT CARD WILL AUTOMATICALLY BE CHARGED FOR THE REPAIRS (CUSTOMER WILL BE CONTACTED IF THE REPAIRS EXCEED 15% OF THE ORIGINAL ESTIMATE) PLUS UPS GROUND FREIGHT. THE PRINTER WILL IMMEDIATELY BE RETURNED TO THE CUSTOMER TO THE ADDRESS PROVIDED ON THE RMA FORM.

PLEASE NOTE: ALL CREDIT CARD INFORMATION WILL BE DESTROYED AFTER THE CHARGE IS MADE

REPAIR PROCEDURE FOR NET 30 CUSTOMERS

1. AN ESTIMATE WILL BE EMAILED TO THE CUSTOMER AND UPON APPROVAL (** WITHIN 5 BUSINESS DAYS), THE REPAIRS WILL BEGIN.
2. ONCE THE PRINTER IS READY TO SHIP BACK, THE CUSTOMER WILL BE ASKED FOR A PURCHASE ORDER TOTALING THE REPAIRS.
3. ONCE THE PURCHASE ORDER IS RECEIVED (**WITHIN 5 BUSINESS DAYS), THE PRINTER WILL SHIP BACK TO THE ADDRESS PROVIDED ON THE ORDER AND INVOICE WILL BE SENT.

**\$10/DAY STORAGE FEES WILL BEGIN ACCRUING ON THE 6TH BUSINESS DAY