



Return Merchandise Authorization (RMA)

Quantum Scientific Imaging, Inc.

12 Coteau Dr, Poplarville, MS 39470
Phone 888-774-4223 Fax 888-774-4223
support@QSIimaging.com

Company:	
Contact Name:	Email:
Ship-To Address:	
City/State/Zip:	
Phone:	FAX:
Date:	RMA#

MODEL#	SERIAL#	PURCHASE DATE	PROBLEM DESCRIPTION

Packing Checklist

- ✓ **Read the Packing and Shipping Instructions on this page on our web site:**
<http://www.qsimaging.com/returns.html>
- ✓ Fill out and enclose completed QSI RMA form.
- ✓ Include photocopy of original sales receipt if requesting warranty service.
- ✓ **Important:** Pack camera in its original carrying case and shipping box or other secure packaging. It is your responsibility to ensure that the product is delivered safely to QSI.
- ✓ Insure the package for the full replacement value of the contents.
- ✓ See additional instructions below for returns from locations outside the U.S.
- ✓ Ship the camera to: **Quantum Scientific Imaging, Inc.**
RMA# _____
12 Coteau Dr.
Poplarville, MS 39470
USA
Phone: 888-774-4223

RMA# is valid only for preauthorized items, subject to the following conditions: Products authorized for return must be received within 30 days of the RMA# being issued. Customer is responsible for packing the returned items securely and insuring its delivery to QSI. QSI is only responsible for the items while they are in our possession. Customer is responsible for all taxes and duty plus reasonable shipping charges. Special order items cannot be returned. All sales are governed by QSI's standard Terms & Conditions which can be viewed on our web site at www.QSIimaging.com.

Sign here acknowledging you have read the instructions and accept the terms: _____

THANK YOU FOR YOUR BUSINESS!

Additional International Shipping Documentation Instructions:

For all returns from outside the United States:

- ✓ Contact your local customs authority to receive authorization to ship the camera temporarily to the United States.
- ✓ Prepare a Commercial Invoice to be included with the shipment. Standard forms should be available from your shipping company. Include this comment with the Item Description. :

*Equipment being returned temporarily for repair,
Made in the U.S., not advanced in value or improved in condition.
HTS Number of the U.S.: 9801.00.1012*

If you prepare your own Commercial Invoice without using a standard template, also include this declaration:

I declare that to the best of my knowledge and belief the articles herein specified were exported from the United States, and they are returned without having been advanced in value or improved in condition by any process of manufacture or other means.

Note: It is very important that the Harmonized code 9801.00.1012 be included in your shipping documentation. QSI is not responsible for duty charges imposed as a result of improper international shipping documentation.

For Warranty Repairs:

- ✓ Include this statement: “No charge: Warranty Repair. Value for Customs purposes only.”

For Non-Warranty Repairs:

- ✓ Include this statement: “Equipment returned for Repair. Value for Customs purposes only.”