



## Return Request (RMA) Form

Please Read These Instructions For Return Requests

**Step 1:** Complete the entire form, Print two (2) copies of the RMA form below and include one with the package and the other to keep for your records.

**Step 2:** Package items properly with any needed packing material. You are responsible for any lost or damaged items while in transit back to us, this is why we strongly suggest you purchase insurance and use a shipping method that has tracking.

**Step 3:** Use the address below to return your item. We recommend you **cut this out** and use it as your shipping address label. **If the words "RMA: Return Request" are not on the package it may be refused:**

**TAW~Global, LLC  
ATTN: Source FM Transmitter  
RMA: Return Request  
1827 S Westnedge Ave  
Kalamazoo, MI 49008**

**All returns must include a completed RMA Form. If you do not include the RMA form will be charged a restocking fee and will delay your credit.**

**Step 4:** Return in original condition within 14-days of your RMA request and within the stated return period when you purchased to avoid a restocking fee or the item being returned.

### PLEASE NOTE THE FOLLOWING:

- All returns must be made within 14-days of your RMA request and within the stated return period when you purchased to qualify for the 100% Satisfaction Guarantee Policy.
- Items not returned in original condition (including removed warranty labels) or without completed RMA form may be:
  - Returned back to you or
  - A restocking fee of 20% or more will be charged.
- Any missing items will be charged as if you purchased it on our web site. (i.e. If it sells for \$9.99 we will take \$9.99 off the return amount)
- We do not refund any shipping fees originally paid when purchasing or what you paid to return it.
- Remember, **NO RMA = RESTOCKING FEE OR ITEM RETURNED**. Also, if we don't know who sent the item we can't credit your account.

Again, we strongly suggest you purchase shipping insurance and send via a trackable method. **You are responsible for any damage or lost items while in transit back to us.**



## For Return Requests (RMA) Only

Please Complete This Form on Your Computer, **NOT** by Hand

Today's Date:	_____	Date Purchased:	_____		
First Name:	_____	Last Name:	_____		
Address 1:	_____				
Address 2:	_____				
City:	_____	State:	_____	Zip/Post Code:	_____
Phone:	_____	Email:	_____		

Where did you purchase and what is your order number?

<input type="checkbox"/> SourceFMTransmitter.com	Order #:	_____
<input type="checkbox"/> Ebay.com	Ebay ID:	_____
<input type="checkbox"/> Amazon.com	Order #:	_____
<input type="checkbox"/> Other	Describe:	_____

**If you did not purchase directly from us via our Website, Amazon store, eBay store, etc. you must return it to the place where you made the purchase.**

What was your intended use for the device?

Please explain in detail what problem, if any, you are having:

**For Refund:** Return in original condition within 14-days of your RMA request and within the stated return period when you purchased to avoid a restocking fee or the item being returned.

**For Warranty Exchange:** Please use the other form provided.