

FRIEDRICH

Friedrich Air Conditioning LLC

Phone 800-541-6645 x 4
Email: RMA@friedrich.com

Return Material Authorization (RMA) Request Form

Friedrich Customer Billing Info				
Company:		Contact Name:		
Address:		Email:		
City / State/ Zip:		PO / Invoice #		
Customer Shipping Info <input type="checkbox"/> (Same as above)				
Company:		Contact Name:		
Address:		Phone:		
City / State/ Zip:		Email:		
Item Requested:	<u>Serialized Unit (Limit 4):</u>	<u>Accessory (Limit 4):</u>	<u>Part:</u>	
Options available:	Credit: <input type="checkbox"/> Replacement: <input type="checkbox"/>	Credit: <input type="checkbox"/> Replacement: <input type="checkbox"/>	Credit Only	
RMA Info – Multiple Accessory / Part's quantities can be on each line, but only 1 serial number per line.				
<u>Model / Part #</u>	<u>Serial #</u>	<u>Description</u>	<u>Reason for Return*</u>	<u>Qty</u>
<i>Friedrich Use Only:</i>				
Warranty: Y/N		Case #:		
Approver:		Credit #:		
RMA Number:		Order #:		

***Disclaimer*: 1. By submitting this form to Friedrich in lieu of returning parts or units, both parties understand and agree it is the responsibility of customer to properly dispose of the parts or failed unit(s,) unless instructed to return within 30 days of receiving this form completed. Credit may not be issued if items are not returned when requested. 2. A service report may be requested upon receipt of this document. 3. All replacement options are shipped UPS Ground.**

Place Model & Serial number Sticker(s) here:

Instructions:

- Fill out form
- Attach data tag(s) to show Model and Serial number(s)
- Email scanned form and tag(s) back to RMA@friedrich.com
- Confirmation of request will be sent via email within 1 business day

If assistance is required, please call 800-541-6645 x 4

SV-008 (3/10)

Friedrich RMA Request Form Instructions

The following guide provides an example on how to complete and submit a Friedrich SV-008 RMA form for Credit or Replacement Authorizations. **This form can be used for RMA's of a finished goods, parts and accessories.** For questions or troubleshooting assistance contact Friedrich Technical Support Center at 800-541-6645 x 4 or email questions to TAC@friedrich.com.

F R I E D R I C H

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Friedrich Customer Billing Info				
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Address:		Email:		
City / State / Zip:		PO / Invoice #		
Customer Shipping Info <input type="checkbox"/> (Same as above)				
2. Company:		Contact Name:		
Address:		Phone:		
City / State / Zip:		Email:		
3. Item Requested:	Serialized Unit (Limit 4):	Accessory (Limit 4):	Part:	
Options available:	Credit: <input type="checkbox"/> Replacement: <input type="checkbox"/>	Credit: <input type="checkbox"/> Replacement: <input type="checkbox"/>	Credit Only	
RMA Info – Multiple Accessory / Part's quantities can be on each line, but only 1 serial number per line.				
Model / Part #	Serial #	Description	Reason for Return*	Qty
4.				
Friedrich Use Only:				
Warranty: Y/N		Case #:		
Approver:		Credit #:		
RMA Number:		Order #:		

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5. Place Model & Serial number Sticker(s) here:

1. Friedrich Customer Billing Info section:
Complete this section providing all necessary information. PO, Invoice or order numbers required for all Parts and Accessories
2. Customer Shipping Info section: Complete this section providing all necessary information.
Note: If the RMA is for a replacement and the ship to address is the same as the billing address check the "Same as above" box
3. Request Type:
Select if a replacement or credit is requested. *Ground shipping is included.*
(Select only One box. Parts are credit only).
4. RMA info:
Enter the following information as shown in the sample: Model / Part number, Serial number, Description, Reason for RMA, and Quantity. * Shipping damage claims required pictures of all four side of Box and damage. Damage must be noted on POD.
5. If RMA for unit:
Remove and attach the Friedrich model/ serial number tags in this section. Tags are not required for parts and accessories. If filling form out digitally please click to attach a photo of the tags.
6. Email this form:
When completed send a copy of the form with photos of the removed all tags on form or on a separate sheet of paper to RMA@friedrich.com and a representative will provide you a return email within 1 business day.
(If there's difficulty we recommend using heat gun to assist in tag removal)

Instructions:

6. Fill out form
- Remove and attach data tag(s) to show Model and Serial number(s)
- Email scanned form and tag(s) back to RMA@friedrich.com
- Confirmation of request will be sent via email within 1 business day