



Returned Material Authorization Request

Majorpower Corporation
7011 Industrial Drive
Mebane, NC
USA
27302
Phone: 919-563-6610
Fax: 919-563-6620
www.majorpower.com

Customer Contact Information

Company Name:	
Street Address:	
City, State/Province:	
Zip/Postal code:	
Phone:	
email:	
Requested By:	

Date	Model Number	Serial Number	Detailed Failure Description

Majorpower Corporation RMA Procedure

We apologize for any issue that you have had with our equipment. Please assist us by completing the following steps so we can resolve the problem as quickly as possible.

1. Please have the above form completed and returned to tech-support@majorpower.com or via fax to 919-563-6620.
 - a. Customer on RMA form should be end user or installer of problem equipment
 - b. Engineer/Tech should be point of contact with knowledge of problem
 - c. Please make sure the RMA form is filled out as completely as possible. Serial Number must be included.
2. Tech-Support will need to speak with the Engineer or Technician listed on the RMA.
 - a. This allows us to clearly understand the nature of problem and many times can clarify a set-up or equipment setting issue to resolve the problem.
 - b. Advance Replacement will not be authorized without Tech-Support speaking to the Engineer or Technician.**