



A U T O G R A P H

Autograph Sales Ltd
Unit 6
Bush Industrial Estate
Station Road
London
N19 5UN

Returns & Repairs

Return Merchant Authorization Numbers (RMAs)

- Before a customer ships a product back to Autograph, the customer must obtain a valid RMA number. RMA numbers can be obtained by using our online **RMA REQUEST FORM** or by completing the **PRINTABLE FORM** and faxing it back to us.
- Once you have received the RMA# please follow the instructions included and ship to the address shown. Please include reference to the RMA# on your paperwork and put safely in the top of the box also have it clearly marked on the Shipping Label.
- Material received without an authorized RMA Number will be refused or shipped back.
- Only the quantity and material specified on the original RMA request can be returned with the RMA Number issued.

Packaging

- Please package returned products in their original packaging or equivalent to ensure that they will arrive damage free.

Freight Payment

- The customer prepays all inbound freight charges for both in-warranty and out-of-warranty repairs. Autograph is not responsible for damage that may incur during this shipment. It is recommended that you insure the shipment.
- Warranty Repairs will be returned to the customer at no-charge via ground freight only. If you require overnight or other special shipping arrangements, this will be available at the customer's expense. This can be accomplished by providing your own carriers account number and arranging collection (collection during office hours only – 10am – 6pm).

Freight Claims and Shipment Damage

- If the customer receives the original product in damaged condition, notify Autograph immediately.
- If we receive your RMA shipment to Autograph in damaged condition, Autograph will notify you at once.