

# USCONVERTERS.COM

## Return Material Authorization (RMA) Form

In order for us to process your return this form must be included in your return package

Please fill out below form and send it to RMA@USCONVERTERS.COM to get an RMA number.  
Your return will not be processed without a valid RMA number. RMA# \_\_\_\_\_

Order number: \_\_\_\_\_ Company name: \_\_\_\_\_

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Country: \_\_\_\_\_ Email: \_\_\_\_\_

I'm requesting a:  Replacement  Refund

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Qty	Part number	Description

Send returns to:  
US Converters Receiving  
c/o Midpoint National, INC.  
1263 Southwest Blvd  
Kansas City, KS 66103, USA  
**PLEASE INCLUDE THIS RMA FORM IN YOUR RETURN PACKAGE**

**Please read our return policy:** All USconverters.com products have a minimum one-year limited warranty. Products that are damaged or modified are not covered. You may return items sold by U.S. Converters LLC within 30 days of delivery for a refund, less shipping costs and a 10% restocking fee, only if the product is undamaged and in original packaging. A restocking fee of minimum 20% will be applied to returns received after more than 30 days, provided the product(s) are undamaged and in original box.

We can only issue a partial refund for the return of any item that is not in its original condition, is damaged, modified, opened, has missing parts, has scratches, markings, labels, stickers or has any form of addition which is not part of the original product. In these cases the refund amount will be determined upon reception and evaluation of the returned product(s). Please notice that the restocking fee in these cases can be up to 50% or even higher, so if you are not willing to pay this high cost please make sure the products you return are in original condition.

Products with manufacturers defects receive a full refund within the warranty period. Any product can be exchanged with a new product if the product has a manufacturing defect.

In all cases of returns buyer pays for return shipping costs regardless of condition.

You can expect a refund in the same form as the payment originally used for the purchase within 7 to 14 business days after we receive your return.

For Midpoint / U.S. Converters Use Only

Approved by: \_\_\_\_\_

Midpoint:  Check & restock  Defective / discard  Defective / store  Ship correct part

Other \_\_\_\_\_