

# ACE Pyro Return Merchandise Authorization (RMA)

This form must accompany any items returned for repairs or upgrades.

**IMPORTANT - Contact us prior to shipping your equipment for proper packing instructions.**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ **Equip. Return Deadline:**

Email: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**If you have multiples of the same item needing the exact same repair or upgrade you may fill out 1 box for all. However, if items have different needs, list them separately. Use as many forms as necessary.**

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| <b>Item 1</b> <input type="checkbox"/> SF Controller <input type="checkbox"/> SF Module <input type="checkbox"/> Std. Rail <input type="checkbox"/> Mini Rail <input type="checkbox"/> Manual Panel <input type="checkbox"/> Other _____ Qty _____<br><input type="checkbox"/> <b>REPAIR</b> - Description of problem: _____<br>_____<br>_____<br><input type="checkbox"/> <b>UPGRADE</b> - List upgrades: _____<br>_____ |
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| <b>Item 2</b> <input type="checkbox"/> SF Controller <input type="checkbox"/> SF Module <input type="checkbox"/> Std. Rail <input type="checkbox"/> Mini Rail <input type="checkbox"/> Manual Panel <input type="checkbox"/> Other _____ Qty _____<br><input type="checkbox"/> <b>REPAIR</b> - Description of problem: _____<br>_____<br>_____<br><input type="checkbox"/> <b>UPGRADE</b> - List upgrades: _____<br>_____ |
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Customer is responsible for all shipping costs. Repairs or upgrades not covered by warranty may incur additional costs. ACE Pyro will provide an estimate for customer approval prior to commencement of work. Payment in full must be received prior to equipment being returned to customer.

Please sign below to acknowledge your agreement with these terms.

Authorizing Signature: \_\_\_\_\_

## Bill to

Name: \_\_\_\_\_ Company \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province/Region: \_\_\_\_\_

Country: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

## Ship to Same as Bill to

Name: \_\_\_\_\_ Company \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province/Region: \_\_\_\_\_

Country: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

StarFire Controllers should be sent in the original shipping box. If you no longer have it, please contact us for packing material.

Ship Equipment to: ACE Pyro, 9700 Burmeister Rd, Saline MI 48176 Phone: 877-223-3552

### FOR OFFICE USE ONLY

Date Items Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ Shipping/Upgrade Order # \_\_\_\_\_ **Payment Recieved?**

Date Completed: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date of Return Shipment: \_\_\_\_/\_\_\_\_/\_\_\_\_

Work done by: \_\_\_\_\_