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RMA REQUEST FORM

RMA Request Directions

Prior to returning your Sonnet product, you must receive an RMA (Return Merchandise Authorization) number:

- 1. Complete the RMA Request Form with Required Fields.** Incomplete forms will be returned for any missing information and will delay processing time.
- 2. Submit Completed Form via E-mail at returns@sonnettech.com or FAX 949-457-6350.** Our Processing Department will verify eligibility of request and issue an RMA Number within two to three business days (excluding holidays).
- 3. Return Product to Sonnet Upon Receipt of RMA Number.** Return the authorized defective products as soon as possible following the instructions you received in the e-mail containing the RMA number. An RMA number is valid for 30 days from the date of issuance. Please note the following:
 - a) RMA NUMBER MUST BE PROMINENTLY DISPLAYED ON THE OUTSIDE OF THE PACKAGE.** If the RMA number is not clearly shown on return package, our Receiving Department WILL NOT sign for it.
 - b) SHIP RETURNS THROUGH A CARRIER THAT PROVIDES TRACKING/ SIGNATURE REQUIRED.** Sonnet is not responsible for lost returns or packages received without signature.
 - c) We will attempt to process your return within five business days (excluding holidays).**

Customer Return Materials Authorization

***required fields**

Customer Details							
Name*		Phone*		FAX			
Company*		E-mail*					
Address 1*		City*					
Address 2		State/Province*		Country*		Zip/Postal*	
Merchandise being returned for: (check one)*				Repair/Replacement		Credit	

Product Details					
Part Number *	Order Number*	Qty*	Reason for Return*	Serial Number*	Date of Purchase*

ADDITIONAL NOTES:

A NEW RMA NUMBER IS REQUIRED IF PERIOD EXCEEDS 30 DAYS