

Parts - RMA Request Form

No part(s) may be returned for credit without prior written authorization from A. O. Smith. Return requests must be made within 60 days of invoicing. All returned parts must be in new and resalable condition and are subject to a 20% restocking charge. Customer is responsible for all return freight charges, unless deemed Company error and a prepaid return label will be provided upon request. Parts that are returned not in the resalable condition will be scrapped with no credit issued and will not be returned to the customer.

Please note that charges refunded to a credit card can take up to 30 days depending on the banking institution.

Date: _____ ARS Tag Requested: _____

Requester's Name: _____ Company Name: _____

Phone Number: _____ Fax Number: _____

Email Address: _____

Model Number: _____ Serial Number: _____

Purchase Order Number: _____ Has it been installed : _____

Sales Order Number: _____ Invoice Number: _____

Reason for Return: Concealed Damage
 Customer Cancelled
 Ordered Wrong Parts
 Other (Explain)

Part Number: _____ Quantity: _____

Partsreturnrequest@hotwater.com

The requested RMA will be returned to you via email. Please ensure a copy of this authorization is securely attached to the carton or enclosed with the returned parts. Please retain a copy of this authorization for your records and have the RMA number available when making any inquiries to the status of the return or credit.