

RMA Request Form



RMA								
RMA #:					Issue Date:			
Obtaining RMA Number								
<ul style="list-style-type: none"> Email Customer Service Team to request RMA case number. Contact information is found on Sidus Solutions website, link below: <ul style="list-style-type: none"> https://www.sidus-solutions.com/contact/sidus-team/ If web access if not available, contact Sidus Solutions office by phone at (619)275-5533 <p><i>Note: Sidus requires an RMA number to accompany all items shipped to the Sidus facilities. Shipments received without an RMA number may be refused and returned to sender.</i></p>								
Contact Information								
Company:					Responsible Contact:			
Address 1:								
Address 2:								
City:		State:		Zip:		Country:		
Email:		Phone:		Fax:				

Product Information				
<u>Sidus Part #</u>	<u>Product Type</u>	<u>Serial #</u>	<u>Sales Order</u>	<u>Order Date</u>
Shipping Instructions			Additional comments / notes	
<ol style="list-style-type: none"> Place the completed RMA form in the package with item(s) to be returned. Clearly mark RMA number on the outside of the shipping package, along with all accompanying documents Ship only authorized items to: <ul style="list-style-type: none"> Sidus Solutions, LLC RMA#: XXXXX 7352 Trade Street San Diego, CA 92121 <p><i>For further assistance please contact Customer Service at (619) 275-5533</i></p>				

Warranty Information (Reference full warranty information at <https://www.sidus-solutions.com/support-resources/warranty-information/>)

Items under warranty must include the original order number and order date for coverage verification.

A storage fee may be applied to any items, ready for return to sender, not shipped after notification over 30 days. Items not paid for and/or not returned to sender within 90 days of notification will be considered abandoned. It is understood and agreed that abandoned items may become property of Sidus Solutions and may be sold to recuperate costs for service and storage.

All RMA items are subject to a minimum two (2) hours teardown and inspection fee unless covered under warranty.