



**E X I L E**®

# RETURN AUTHORIZATION REQUEST FORM

Please print and fill out the following form entirely and fax to 1.866.824.4633

### CUSTOMER INFORMATION

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

### SPECIAL INSTRUCTIONS

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### PRODUCT INFORMATION

LIST EACH UNIT SEPARATELY WITH A DETAILED DESCRIPTION OF THE PROBLEM

MODEL	SERIAL #	DATE PURCHASED	PROBLEM

### RETURN POLICY

- No material will be accepted without an RA# on the shipping label of each individual carton.
- Do not combine multiple RA's in one carton.
- Merchandize must be returned to Exile within 15 days of the RA approval date.
- Unless previously arranged all RA's are for exchange only for same or remanufactured product.
- All product must be packed and returned with adequate packing material to protect from damage.
- Products returned in poor cosmetic condition will receive a reduced credit or repaired and returned only.
- Do not write on the original manufactures cartons.
- All materials must be returned to Exile freight pre-paid.

**NOTE:** You **MUST** have a RA# before returning any product. You will be provided with a RA# by email or fax once we have received this form. Speakers that have been given a field destruct authorization will be given a separate authorization number and should appear on a separate claim form. RA# are only issued for returned product. If you do not receive an RA# within 24 please contact us.

Once you have received your RA# include a copy of this form with your product and ship it to the address below. Be sure to write the RA# on the shipping label on notate it on the shipping carton.

SHIP TO:

ATTN: Warranty Service  
 RA#  
 Exile Audio Service  
 5531 SW Natchez St.  
 Tualatin, OR 97062

**RA#** \_\_\_\_\_

**RA ISSUED BY** \_\_\_\_\_ Date \_\_\_\_\_ CM# \_\_\_\_\_  
**Exile use only** Signature \_\_\_\_\_