



RMA NUMBER REQUEST FORM

RMA Number	
Authorized by	

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1. Please complete the RMA form with detailed descriptions of the problem for your product.
2. Send this completed RMA form with a copy of the original purchase invoice and any applicable pictures by Fax at 604-951-8885 or email us at sales@jembeauty.com.
3. After you receive a RMA number, then you may return your defective products to Jem Beauty Supply.
4. Your assigned RMA number is valid for 14 days from the date of issue.
5. Please write the RMA Number on the outside of your shipping box (on the address line).
6. The RMA Dept. will FAX back to you a RMA number within 24 hrs or provide a reason for RMA denial.

Please fill out this form as complete and as clearly as possible:

Company: _____ **Contact Person:** _____ **Phone Number:** _____ **Fax Number:** _____

Address: _____ **City:** _____ **Province:** _____ **Postal Code:** _____

Cross shipment _____ **Credit** _____ **Repair/Replacement** _____ **Missing** _____ **Upgrade** _____

Item #:	Item Description	Qty:	Invoice #:	Serial #:	Problem Description:

IT IS THE CUSTOMER'S RESPONSIBILITY TO CALL THE RMA DEPARTMENT IF NO RESPONSE WAS RECEIVED AFTER 24 HOURS OF SENDING THIS FORM TO JEM BEAUTY SUPPLY.

Please read carefully and fax to 604-951-8885 or email at sales@jembeauty.com

RMA Policy

1. To return products to Jem Beauty Supply, either call our RMA department to request a RMA form or access our web site and download the form at www.jembeauty.com.
2. Please complete the RMA form with all the merchandise and invoice attached.
3. RMA number must be clearly displayed on the outside of the box.
4. Do not send accessories. (Except for CREDIT or DOA)
5. Any RMA package with COD or unauthorized use of Jem Beauty Supply shipping account will be refused.
6. All shipping charges are the sole responsibility of the Customer.
7. RMA number is valid for 30 days from issue.

Warranty

1. All Electronic Items honor 6 months warranty.
Note: no warranty for any products with physical damage due to abuse, negligence or accident.
2. All electronic products are warranted (limited) to the original purchaser for a 6 month period by Jem Beauty Supply and the remaining period if applicable by OEM manufacturer. The coverage includes only parts for the duration of the warranty period. Changing any component and/or opening or modifying case will void the warranty. Availability of replacement parts and turn around time for any repairs/replacement varies by the original part manufacturer.
3. This warranty shall not apply to products that are damaged from abuse, negligence, or shipping damage.
4. Shipping damage must be claimed with shipping company directly.

A. Returns/Exchange

1. Upon approval, all electronic items have a 7 day exchange policy with unused and in original packaging. A 20% restocking fee will be applied.
2. **Absolutely No Refunds**

B. Exclusions from Warranty

1. Jem Beauty Supply cannot be responsible for warranty repairs on misused or abused equipment. Should damage occur due to improper use, storage or other action by the customer, repair under warranty may not be authorized. Jem Beauty Supply will similarly not authorize warranty repairs to equipment damaged by power surges caused by external wiring. Excluded from this warranty is any damage caused during shipment and any damage caused by: impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster. Jem Beauty Supply shall, under no circumstances, be liable for any other damages, including but not limited to special, incidental, consequential and other similar claims whether based upon breach of contract, breach of warranty, negligence, absolute or strict liability, or any other similar theories. Damages excluded include but are not limited to: loss of profit, loss of revenue, loss of use of the product, loss of use of related equipment, cost of substitute or replacement equipment, "down-time", purchaser's time, injury to property, and all claims of third parties.
2. Jem Beauty Supply will also not replace, repair, or refund on any purchase if the original item serial numbers do not match, or if the product is not sold directly to Jem Beauty Supply.
3. Contents of warranty are subject to change without further notice.

Credit

1. Incorrect shipments or shipping damage must be claimed within 48 hours of receipt.
2. Defective products must obtain RMA number within 7 days of the invoice date.
3. Return goods must be in original package and return all accessories within 7 days.
4. All products for credit must be received within 3 working days from the date the RMA number was issued.
5. Credit will be issued based on the invoice price subject to charge a 20% restocking fee. No cross-ship on any products for any reason.

DOA

1. DOA does not apply to non-electronic goods.
2. All products purchase within 7 days will be replaced or exchanged.
3. All products for DOA must be received within 3 working days from the date the RMA number was issued.
4. Must return all accessories.

Once you have fully read, understood and agree with the rules above please sign below:

Customer Signature: _____ ***Date:*** _____ ***thank you for your cooperation, Jem Beauty Supply***

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