



RMA Return Reminder

**LABEL IT RIGHT.
SHIP IT RIGHT.**



**NO RMA NUMBER=
DELAYED PROCESSING.**
A little extra step now helps
everyone later!

Returned RMA parts occasionally arrive **without an RMA number on the box or paperwork inside the package**. When this happens, Receiving cannot identify:

- ✓ **What the return is for**
- ✓ **Whether the correct part was returned**
- ✓ **Which customer or case the return belongs to**

Returns received without proper RMA identification may be refused, delayed, or unable to be processed correctly, **which can result in delays or loss of:**

- **Customer credits**
- **Vendor credits**
- **RMA processing time**

Before Shipping Any RMA Return – Please Confirm:

-  **RMA number is clearly marked on the outside of the box**
-  **RMA paperwork is included inside the package**

 Part being returned matches the approved RMA

 Shipping label references the RMA number

Congratulations to the
Field Service Engineers
who have completed
certifications:

David McElroy on Nova OTC/OTS &
SHFR

LOCATE US

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