



Return Material Authorization (RMA) Request Form

Return By Fax or Email To:
 Clayton Industries Customer Service Dept.
 Fax: 1-513-563-1303
 Email: RMA@ClaytonIndustries.com

All Fields Must be Completed

Date		Type of RMA Request
Person Making Request		Warranty Return¹ Return to Stock² Test Report³ Inspection⁴
Company Name		
Street, City, State, Zip		
Phone Number		
Email		
Invoice Number		
Generator Model#	Generator Serial#	
NB# (if Coil Return)		
	New Purchase Order Number (3, 4)	

Qty	Part Number(s)	Detailed Description of Part Failure/Reason for Return (including fault codes)

Comments:	
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1. If part returned for warranty consideration is deemed warrantable, Clayton will repair, rebuild, replace or offer a credit memo at Clayton's sole discretion.
2. If a part is to be **RETURNED TO STOCK**, you must provide the original purchase order number. Part returns are only authorized for new, unused equipment, in unopened packaging. **A 20% restocking fee will be assessed for all returned parts, purchase order required.**
3. A request for **TEST REPORT**, is subject to a \$90.00 test fee, per part. A purchase order must accompany a request for test.
4. A purchase order must accompany any request for equipment inspection. Inspection costs vary depending on component. Inspection fee goes toward cost of repair.

For Clayton Use Only

Customer #	
Sales Order	
RMA	

Ship to: Clayton Industries
 3051 Exon Avenue
 Cincinnati, OH 45241