



Return Merchandise Authorization Form

RMA#	
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Company Name:	
Contact:	
Address:	
Tel:	
Fax:	

Model Number	INVOICE# or Sales Order#	Qty	Problem

HINO VISION RMA Policy

1. HINO VISION provides 1, 2 or 3 years warranty on different products as specified in the catalog from the date of purchase.
2. Prior to any return, customer must obtain an RMA number from HINO VISION by submitting a properly filled out RMA Form.
3. RMA number is valid for 15 calendar days from the date of issuance.
4. All RMA returns should be pre-paid by customers.
5. RMA number is strictly for reference use only; it does not guarantee warranty service upon receipt.
6. HINO VISION will not accept, service or be held responsible for any returned product which has been subjected to improper handling resulting from customer's abuse or negligence.
7. 20% restocking fee will apply to returns with missing parts, visible signs of usage or other cosmetic damages.
8. HINO VISION reserves the right to refuse any incomplete or damaged return.
9. Returned products under warranty will be replaced or exchanged within 20 business days from the date of receipt.
10. Customer is responsible for verifying replacements and notify HINO VISION of any discrepancy within 48 hours of receipt.