

**Return Procedure:**

*Products purchased through ThermoSoft and under warranty\* may be returned for replacement or credit by following these steps:*

1. **Fill out this RMA Form in its entirety.**
2. **Place the RMA Form and a copy of the original Invoice in the box with the item(s) being returned.**
3. **Returns must be shipped by freight PREPAID. Customer shall be responsible for all shipping costs for non-warranty returns.**
4. **Ship PREPAID to:  
ThermoSoft Int'l Corp.  
Attn: Returns  
310 Lexington Drive  
Buffalo Grove, IL 60089**

RMA Forms can be downloaded from: [www.thermosoft.com/rma](http://www.thermosoft.com/rma)



**ThermoSoft™**  
INTERNATIONAL CORPORATION

**Return Material Authorization (RMA) Form**

Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Invoice No: \_\_\_\_\_ Date Issued: \_\_\_\_\_

*(If you returning Items more then per one invoice, use separate form for each invoice)*

*\*Under Warranty (Must provide original order number and date in order to verify warranty coverage).*

Qty	Model	Reason for Return	Serial # (If applicable)	For office use only

Comments: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Process For:  Replacement  Repair  In-Store Credit  Refund

**We recommend to insure and ship returned items via expedite service.  
ThermoSoft is not responsible for lost or damaged packages.**