



Alcohol Countermeasure Systems Corp  
 60 International Boulevard  
 Toronto, Ontario M9W 6J2  
 CANADA  
 T 416 619 3500  
 F 416 619 3501  
[acs-corp.com](http://acs-corp.com)

## Return Material Authorization (RMA) Request

Please fax to us at: 416-619-3501 or scan it  
 and email it to [info@acs-corp.com](mailto:info@acs-corp.com)

We guarantee great customer service. We also understand that from time to time, you may need to return a product purchased from Alcohol Countermeasure Systems Corp. To streamline that process, we provide the following form to initiate a Return Material Authorization (or RMA).

Please complete the form below. Note that we may contact you for further information if necessary. Once it has been approved we would issue a RMA number and send it to you along with other instructions by email, or fax.

Please do not ship any products back to Alcohol Countermeasure Systems Corp without a valid RMA number. If you have problems submitting this form please call Customer Service at 1-416-619-3500 for assistance.

**Customer Number:** \_\_\_\_\_ (Example 3333, located on either your invoice or packing slip)

**Company Name:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_

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

**Email:** \_\_\_\_\_  
**Daytime Phone:** \_\_\_\_\_

**Sales Order Number:** \_\_\_\_\_  
**Purchase Date:** \_\_\_\_\_ (example: January 01,2002 or 2002.01.01)

**Product Name:** \_\_\_\_\_  
**Part Number:** \_\_\_\_\_  
**Quantity:** \_\_\_\_\_

**Serial Number(s):** \_\_\_\_\_  
 (If applicable) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Reason for Return:** \_\_\_\_\_  
 \_\_\_\_\_

|                    |  |             |             |
|--------------------|--|-------------|-------------|
| Document Title:    | Return Material Authorization Request Form (RMA) |             |             |
| Release Date:      | October 6, 2008                                  | Revision:   | 1.0         |
| Document Filename: | ACS-FRM-0143<br>Corp_RMA_Request.doc             | Page Number | Page 1 of 2 |



Alcohol Countermeasure Systems Corp  
 60 International Boulevard  
 Toronto, Ontario M9W 6J2  
 CANADA  
 T 416 619 3500  
 F 416 619 3501  
[acs-corp.com](http://acs-corp.com)

**Purpose of Return:**

Repair/Replace       Credit

**Please note:**

1. Whenever returning an item to Alcohol Countermeasure Systems Corp, we require the following packing and shipping methods:
  - Please return all products with original documentation as well as all parts/accessories. The actual replacement cost for missing items will be deducted from your refund/credit.
  - Clearly place the RMA # on a label and attach it to the outside of the box as well as placing this form inside the box.
  
2. Unless agreed upon, customer is responsible for all shipping costs and must insure the package for the purchased value.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

(To be filled at ACS)

**ACS Approval Process:**

**1. Initial Review**

**Notes:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Initial Approval:**

|                       |       |           |
|-----------------------|-------|-----------|
|                       | Name  | Signature |
| Business Unit Manager | _____ | _____     |

**2. Final Approval:**

|                       |       |           |
|-----------------------|-------|-----------|
|                       | Name  | Signature |
| Business Unit Manager | _____ | _____     |
| Quality Manager       | _____ | _____     |
| Materials Manager     | _____ | _____     |
| Controller            | _____ | _____     |

**RMA#:** \_\_\_\_\_      **Date** \_\_\_\_\_

|                    |  |             |             |
|--------------------|--|-------------|-------------|
| Document Title:    | Return Material Authorization Request Form (RMA) |             |             |
| Release Date:      | October 6, 2008                                  | Revision:   | 1.0         |
| Document Filename: | ACS-FRM-0143<br>Corp_RMA_Request.doc             | Page Number | Page 2 of 2 |