

Request for Return of Defective Product

Return completed request to:



Complete and return this form to request an RMA number for product with a suspected defect. Upon approval of the request an RMA number will be issued, which will be used to track the product throughout the return/evaluation process.

WAGO Corporation
 N120 W19129 Freistadt Road
 Germantown, WI 53022-1015
 Telephone: (262) 255-6222
 FAX: (262) 255-3232
 Email: order.us@wago.com

1. Contact Information	
Company name:	Phone number:
Contact person:	Fax number:
Date:	E-mail address:
Company location:	

2. Product Information					
Quantity:	Part number:	Date code:	Original P.O.	Invoice Date:	WAGO Order#
Problem description (provide as much detail as possible):					

3. Replacement Information	
Send replacement product immediately: <input type="checkbox"/> No <input type="checkbox"/> Yes - WAGO will invoice for replacement product upon shipment.	
Quantity:	Part number:
Shipping Information (Address to ship replacement)	Street:
	City:
	State: Zip Code:
	Attn:
P.O. number: <input type="checkbox"/> Use original P.O. -or- New P.O. number:	

4. Product Evaluation Options	
WAGO's Evaluation Result:	Indicate preferred course of action for each evaluation result:
1. Defect Covered By Warranty:	<input type="checkbox"/> Ship replacement product(s) or, <input type="checkbox"/> Issue credit for the returned product(s).
2. No Defect Found:	<input type="checkbox"/> Return product to customer or, <input type="checkbox"/> Issue credit minus 40% restocking fee
3. Damaged by Improper Use:	<input type="checkbox"/> WAGO to scrap or, <input type="checkbox"/> Return product as is or, <input type="checkbox"/> Call with repair costs

5. Section to be Completed by WAGO Manager		Manager's Signature:	Date:
<input type="checkbox"/> Reject request – No RMA to be issued.		RMA #:	
<input type="checkbox"/> Issue RMA – Credit/replacement pending return and evaluation.			
<input type="checkbox"/> Issue credit or replace without requiring return of product.			
Notes:			