



THIS FORM MUST INCLUDE AN AUTHORIZED RMA NUMBER IN ORDER TO RETURN PARTS

To receive your RMA number, complete this form and email to parts@cranems.com or phone 800-621-7278

RMA Number

**Crane Merchandising Systems
Returned Parts
3330 Crane Way
Williston, SC 29853
Phone 800.621.7278**

Customer Name :
Address
Account Number
Return Date
Telephone Number
Email

Cut Here. Use upper portion for address label. Include lower portion in return package.

Shipping costs for returning parts are the responsibility of the customer.				Check Reason for Return			RMA #		
Part Number	Description	Quantity	Replacement under Warranty	Arrived Damaged	Ordered in Error	Incorrect Part Sent	Machine Serial Number	Component Serial Number	CMS Order Reference / Invoice Number

Comments or Special Instructions

Terms and Conditions: Customer agrees that CMS shall not be liable for any goods returned on an RMA that are lost or damaged in transit. Customer is responsible for filing freight claims with carrier for shipments billed to their carrier account. Some returns may be subject to a restocking fee. The customer will be billed for advance replacement and warranty parts pending evaluation after receipt of parts. The act of returning goods to CMS indicates the customer agrees to the terms and conditions as stated on this form. Please go to (the website) to obtain a copy of the Return Policy. We reserve the right to refuse any return.