Return Merchandise Authorization Form

*Internal Use Only*

**\* Required Fields** RMA # \_\_\_\_\_\_\_\_\_\_\_\_\_\_

***\*\*Only 1 order # per RMA form\*\****

|  |  |  |
| --- | --- | --- |
| **\* Customer Name:** | | |
| **\* Customer Number:** | | |
| **\* Contact Name:** | | |
| **\* Original Sales Order #:** | | |
| \* EMAIL address: | | |
| **\* Phone #:** | | |
| \* **Reason for Return:** | | |
| \* **Please list product(s) being returned below**  <Any return less than $20 is not eligible> | | |
| \*Item/Part # | Description (optional) | \*Quantity |
|  |  |  |
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**Email completed form to** [customerservice@logicaloperations.com](mailto:customerservice@logicaloperations.com). Fax #: 585-350-7005

For Assistance, contact Customer Service @ 1-800-456-4677

**Return Products To:**

Logical Operations

3535 Winton Place

Rochester, NY 14623

**+**

**Terms & Conditions**

Products must be in its original condition w/ no stickers applied or visible markings.

Products must have been purchased within 90 days.

Products must be returned within 30 days of obtaining an RMA. The customer is responsible for the return shipping of the physical product. The return shipment must be packaged properly to eliminate unnecessary damage.

The RMA form must be included in the box and with the RMA # clearly written on outside of box.

There is a 20% restocking fee for approved returns (10% for digital products)

\*\*If any product returned to Logical Operations does not meet all of the conditions stated above, the product will not be credited\*\*

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Items that are **NOT** returnable include:

 Digitally fulfilled, Logical Operations-published products which have been redeemed

 Digitally fulfilled, CompTIA-published products

 Any Custom print or digital orders including custom logos

 CD/DVD

 Exam vouchers

 Promotional purchases

 Marketplace products

 T-Shirts or kit components

 VMware

 Workforce Development Program (WDP) eKits, Subscriptions, or Vouchers

 CertNexus products

 Bundle products with vouchers

 PMI On-Demand PMP Exam Prep

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 PMI Disciplined Agile materials

\*\*Any product returned to Logical Operations without prior authorization (RMA #) and not having official RMA documentation, as noted, will be discarded without notice\*\*



RMA credit memos are generated when the books are received back into Logical Operations inventories and are only approved for the books received. The return shipment must be packaged properly to eliminate unnecessary damage.

For electronic products, once the product has been checked for redemption and de-activated, a credit memo will be generated.