

Refund request form



RMA# _____

Product name	Quantity	Invoice date	Serial # (if applicable)

Customer: _____

Contact name: _____

Contact e-mail: _____

Contact phone: _____

Your PO: # _____

KSI Invoice # _____

Reason being:

The product is defect (also warranty issues)

Please describe the problem on the next page and provide pictures. We will get in contact with you shortly.

Cost claim

The product got damaged during transportation.

Please describe the problem (name the carrier) on the next page and provide pictures. We will get in contact with you shortly.

I ordered the wrong product/Product not needed anymore.

Please mind that we charge a restocking fee of 25% of the products value, if not otherwise posted.

I received the wrong product.

For further steps we will get in contact with you shortly.

Refund request form



Problem description:

To be filled in by KSI only

Accepted

Not accepted

Date _____

Responsible _____