SUZO-HAPP Customer Service
Phone: (702) 597-4840 x7623 or x7633
Toll Free: (866) 736-2374
Fax: (702) 597-5360
rma@suzohapp.com

SUZO HAPP
GAMING, AMUSEMENT AND INDUSTRIAL COMPONENTS

RMA Shipping Information
Suzo-Happ
2015 Helm Drive Las Vegas, NV, 89119
OR
2547 Fire Rd. Unit 19 Egg Harbor, NJ 08234
ATTN: Service Department

RMA SERVICE REQUEST

(REPAIRS ONLY - NOT FOR CREDIT)

Clear Form

SERVICE RETURNS WILL NOT BE ACCEPTED WITHOUT AN RMA#

RMA #		**PO#**	
Customer Name		Customer Number	
Contact Name		Contact Phone ☐	
Email Address ☐		Fax Number ☐	
Shipping Address	STREET/PO BOX	CITY	STATE/ ZIPCODE
Billing Address	☐ CHECK IF SAME AS SHIPPING ADDRESS STREET/PO BOX	CITY	STATE/ ZIPCODE

Please indicate the best way to contact you by checking a box above

Requesting an RMA: In order for your RMA to be processed quickly, please use one (1) form per product line (MEI, FLI, Kortek or Other)
RMA Limits: Each RMA Number will be limited to twenty (20) units. For Warranty/Non-Warranty items within one RMA, an additional RMA Number will be created for billing purposes. Additional RMA's will be noted on the original for your reference.
Non-Warranty PO Requirements: Our Customer Service Department will contact you using the above information. Once PO is received, your items will be shipped. Please verify that contact informaiton is correct above. If we are unable to contact you within 6 weeks, your RMA will be considered unclaimed property.
Shipping your RMA: Before shipping your RMA, please make sure the RMA Number is clearly marked on the outside of the box. *Any Repair shipped back without an RMA number will be returned to you.* Any chassis returns please include the remote board. Suzo-Happ will not be responsible for other cables/harness sent.

All fields must be completed when requesting an RMA #

ITEMS RETURNING Check One
Please Limit one (1) form per manufacturer

☐ Kortek ☐ mei ☐ FutureLogic ☐ SUZO HAPP

QTY	MODEL/PART #	HEAD/CHASSIS COMPLETE I/F 1SW/2SW	SERIAL #	DESCRIPTION OF FAILURE

Please Note
*RMA number must be clearly marked on the shipping label of the box or the RMA will be rejected and returned
*To email this request please use email address listed at top left of form
*RMAs are valid for 30 days from the date of issue

Submit RMA Form