

SUZO-HAPP Customer Service

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rmarequests@suzohapp.com



GAMING, AMUSEMENT AND INDUSTRIAL COMPONENTS

RMA Shipping Information

Suzo-Happ
1743 Linneman Road
Mount Prospect, IL 60056

RMA CREDIT REQUEST

(CREDIT ONLY - NOT FOR REPAIRS)

RMA #		RMA Issue Date	
Customer Name		Original Suzo-Happ Order/Invoice #	<input type="checkbox"/>
Contact Name		Contact Phone	<input type="checkbox"/>
Email Address	<input type="checkbox"/>	Fax Number	<input type="checkbox"/>
Please indicate the best way to contact you by checking a box above			
All fields must be completed when requesting an RMA #			

QTY	PART #	SERIAL # (needed for monitors, validators, and printers)	Reason Code (please choose from list below)	Reason for Return (failure to provide sufficient detail may result in RMA being rejected)

Reason Codes: 1-wrong product sent 2-defective 3-ordered in error 4-duplicate order
5-not satisfied with product 6-did not work in application 7-damaged in transit

Please Note

- *RMA must be returned to the Mount Prospect, Illinois address (listed at top of form)
- *RMA number must be clearly marked on the shipping label of the box or the RMA will be rejected and returned
- *All parts, components, and manuals must be returned in original packaging for RMA to be accepted
- *RMAs are subject to a restocking fee
- *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