22745 Old Canal Rd., Yorba Linda, CA 92887-4603
T.: 800-429-6200 F.: 714-685-7800

return authorization request form

Date: _____

Company: _____ **Zip Code:** _____

Contact: _____

Tel: _____ **Fax:** _____

Part No.	QTY	Date of Purchase	Reason for Return

Fax RA Request Form to 714-685-7800
Please allow 24 hours to process your request.

RA# _____

- After receiving your RA#, Please send RA's to: 22745 Old Canal Road, Yorba Linda, CA 92887
- TRC will not accept returns without a Return Authorization number.
- Returns must be clearly marked with the Return Authorization number on the outside of the box and a copy of this RA form must be included with the shipment. Any return without proper RA# on the box may be refused.
- Return Authorizations are valid for 30 days from the date of issuance.
- TRC reserves the right to replace items of the same value or equivalency if returned items are no longer available or discontinued.
- Standard Return Authorization processing time from the date of receipt is 14 working days depending on product availability.
- If the product you have returned to us is not ours or is not covered by warranty, we will notify you as to what your options are. Any items left unclaimed after 30 days will be discarded.
- All non-defective returned products may be charged a **15% RESTOCKING FEE** and must have been purchased within the last 30 days. These items must be in perfect saleable condition or credit may not be given.
- All defective items are for repair or exchange only. **NO CREDIT WILL BE ISSUED.**
- Damage in shipping will VOID your warranty. TRC is not responsible for items received damaged.

*** VIDEO EQUIPMENT ***

- All TRC video equipment have a 1 year parts and labor warranty.
- All TRC "raw" panels have a 90-day warranty.
- TRC reserves the right to repair or exchange video products at its own discretion.
- Terms of the warranty DO NOT apply if:
  1. Product has scratched or broken LCD panel, cracked PC boards, abused housing, failure or damages due to customer's mishandling, misuse or negligence.
  2. If any modification or alteration is made to the standard product and/or the product has been serviced by a person not authorized by TRC
  3. If any serial number is removed or defaced.
  4. If there is no purchase history or invoice linking the products to TRC.