

# NAMSUNG AMERICA, INC. RETURN AUTHORIZATION FORM



SHIP TO: **Namsung America, Inc.**  
**c/o NOTS Warehouse & Distribution**  
**17579 Mockingbird Road**  
**Nashville, IL 62263**

DATE: \_\_\_\_\_

FROM: \_\_\_\_\_

STORE #: \_\_\_\_\_

SUBMITTED BY: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

TELEPHONE #: \_\_\_\_\_

FAX #: \_\_\_\_\_

RA #: \_\_\_\_\_

REFERENCE #: \_\_\_\_\_

| Dual MODEL    | DESCRIPTION | QTY | AMT | TOTAL |
|---------------|-------------|-----|-----|-------|
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| <b>TOTALS</b> |             |     |     |       |

**INSTRUCTIONS:**

1. This form is for defective return merchandise requests only.
2. Defective return authorizations are eligible one year from Dual Corp. invoice date.
3. **YOUR RMA # MUST APPEAR ON EACH PACKAGE RETURNED TO NAMSUNG.**
4. This document may serve as your packing slip and should be included with your return.
5. All sections of this form must be completed and should be faxed to:  
 407-805-0857 - Attn: Michael Diaz
6. You can also email this form as an attachment to [mdiaz@dualcorp.com](mailto:mdiaz@dualcorp.com), NSA will issue the RA# via email. Namsung will issue RA# within 3 business days after receipt.
7. You can re-fax your request if you do not hear from Namsung within 3 business days of request.
8. **ANY INCOMPLETE UNIT RETURNED IS SUBJECT TO PARTIAL CREDIT.**