

RMA FORM – FASTFLASHSTORE
IMPORTANT RMA PROCEDURES

1. Complete this RMA Form. An RMA number is not needed with this form.
2. Please include a copy of your checkout receipt along with this form inside your return.
3. All returning product(s) must match its original invoice description.
4. An RMA Dept. Representative will e-mail you once they process your return.
5. This RMA process is for any authorized return. If a refund is applicable in your case, we will offer a full refund minus shipping and handling charges.
6. If this document is not included in the return package, processing of your return will be delayed until all information needed can be gathered.

Name _____

Address line 1 _____

Address line 2 _____

City _____ County _____ Post Code _____

E-mail _____ Ebay User ID _____

Ebay Item # _____

Item Description _____

Total Number of Items Returned _____

Would you like a *replacement* or *refund* according to policy (choose one)

Make and model number of your device:

(example: computer- Dell Vostro 230s, camera- Sony Alpha NEX-5, phone- LG VX5500)

Description of problem:

Please give us the opportunity to resolve this issue for you before leaving feedback. We will work hard to resolve this in a satisfactory manner. We apologize in advance for any inconvenience you have experienced. Please note that filling out the RMA FORM is an option. However, not doing so could delay the processing of your return in order to gather this information.

FFS Shipping Agent
PO Box 15767
Birmingham
B18 9FQ
United Kingdom

TIPS FOR RETURNING AN ITEM:

- *Make sure the return **name** and **address** is on the outside of the package (preferably the PayPal account holder's name and address), in case something happens and the item needs returned to you.
- *DO NOT send the item back in a regular paper envelope (they rip and items fall out). **We cannot replace or refund if your package is empty or item is damaged upon return. Use a padded mailer.**
- *Use **tracking** or **delivery confirmation** so you can confirm when the package arrives.
- ***Please check this tracking or delivery confirmation number** to see if the item has been delivered before contacting us to see if we received it.
- *When we receive your item, it goes directly to our testing department and then to our returns department. Our returns department will contact you within 24-72 hours of receiving your return. Weekends are not considered processing days.

HOW OUR RETURNS ARE HANDLED

Once your return is received, the following process will occur:

1. It is first given to our testing department to determine if the item is working according to the specifications on the auction.
2. The RMA form will be given to our returns department with all information from testing provided.
3. Our returns department will take the action you chose on the RMA form.
4. You will receive an email notification when a replacement or refund has been issued.

If you have any questions regarding this process, please feel free to ask.