

THIS FORM MUST INCLUDE AN AUTHORIZED RMA NUMBER IN ORDER TO RETURN PARTS

To receive your RMA number, complete this form and email to parts@cranems.com or phone 800-621-7278



RMA Number

Customer Name
Address
Account Number
Return Date
Telephone Number
Email

Crane Payment Innovations, Inc.
Returned Parts
3330 Crane Way
Williston, SC 29853
Phone 800-621-7278

Cut Here. Use upper portion for address label. Include lower portion in return package

Shipping costs for returning parts are the responsibility of the customer.

Part Number	Description	Quantity	Check Reason for Return					Machine Serial Number	RMA #	
			Replacement Under Warranty	Arrived Damaged	Ordered in Error	Incorrect Part sent	Component Serial Number		CMS Order Reference/ Invoice Number	

Comments:

Terms and Conditions: Customer agrees that CMS shall not be liable for any goods returned on an RMA that are lost or damaged in transit. Customer is responsible for filing freight claims with carrier for shipments billed to their carrier account. Some returns may be subject to a restocking fee. The customer will be billed for advance replacement and warranty parts pending evaluation after receipt of parts. The act of returning goods to CPI indicates the customer agrees to the terms and conditions as stated on this form. Please go to <https://tek.cranems.com/api/rdr/QRC/RMA Policy> or scan the above barcode to obtain a copy of the Return Policy. We reserve the right to refuse any return.