stratasys®

Return/Exchange Request Form

Company Name	
Printer Type & S/N	
Part S/N	
Contact Name	
Phone #	
Email	
Ship To Address	

City		State		Zip	

Part # and Qty	
Mfg or Exp Date	
Lot or MTL #	
Current Volume of Material	
Original Stratasys Order# or PO#	

DO NOT RETURN PRODUCT WITHOUT AUTHORIZATION

Directions:
Complete this form in its entirety and submit
Receive authorization (RMA) document and return instructions
Package product and include the RMA document
Print the RMA# on the box(es) or on the shipping label
Return product as instructed

Note:
Failure to return the product as instructed within 30 days of the replacement shipping will result in a full charge
*** ***

Reason for PolyJet Return/Exchange			Reason for FDM Return/Exchange		
Problem/Category	**Yes**	**No**	**Problem/Category**	**Yes**	**No**
Broken/Damaged Plastic Cover			Broken/Damaged Part		
Broken/Damaged Nozzle			Chip Read/EEPROM Failure		
Broken/Damaged Package			Error/Fault Code		
Broken Cork			Excessive Moisture		
Leakage from the Nozzle			Crosswound/Jammed		
Leakage from Inner Sack			Mechanical		
Cartridge Not Recognized by the System			Retracted Material		
"Heads Filling Error"			Printed Part Quality Issue		
Wrong Part Ordered			Wrong Part Ordered		
Order Entry Error			Order Entry Error		
Wrong Part Delivered			Wrong Part Delivered		
Trade-In			Trade-In		
Other			Other		

Detailed Description of Return Reason

Part ordered was not needed to fix the problem. Repair was made without the part.

Please add photos of the part, the part label, and the defect(if applicable)