

REPAIR RMA REQUEST

RETURN ADDRESS: 1561 BEGIN, ST-LAURENT, QUEBEC H4R1W9
 FAX. 514.381.6550 | TOLL. 1.855.381.5559
 EMAIL. INFO@BACKSTAGECOMMERCE.CA

INSTRUCTIONS:

- 1) Fill out ALL areas with an asterisk (*) 2) Place tool in a box 3) Attach a copy of the invoice
 4) Please write the RMA# clearly on the outside of the box.

| | |
|----------------|---------|
| *COMPANY NAME: | * NAME: |
| *FULL ADDRESS: | |
| *TEL/ FAX: | *EMAIL: |

*Backstage Commerce, Inc. authorization number:

| | |
|--------|--------------|
| *RMA # | *Issue Date: |
|--------|--------------|

*ITEM DESCRIPTION:

| *MODEL No./SERIAL No.: | *REASON FOR RETURN: | *DATE OF PURCHASE: |
|------------------------|---------------------|--------------------|
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| | | |
| | | |

*For employee use only:

| Recorded | Arrived | Inspected | Completed |
|----------|---------|-----------|-----------|
| | | | |

Remark: Please fill in ALL areas marked with asterisk (*), incomplete forms will be rejected.

For warranty repairs, customers are responsible for shipping charges when returning product to Backstage Commerce, INC.



MFG DEFECT VALIDATION FORM

| | |
|------------------------------------|--------------------------------|
| *Date (DD/MM/YY): | * Date of Purchase (DD/MM/YY): |
| *Authorized Reseller: | |
| *Representative First & Last Name: | |

| | | | |
|-----------------------------------|--|---------------------------------------|--|
| *Electrical Tool Brand (SELECT 1) | Hair Treats Styling <input type="checkbox"/> | KeraStraight <input type="checkbox"/> | Croc <input type="checkbox"/> |
| | Valera <input type="checkbox"/> | GA.MA Italy <input type="checkbox"/> | Hair Forensic <input type="checkbox"/> |

*Model #: _____

| | YES | NO |
|--|-----|----|
| Trouble experienced within first 90days of use? | | |
| Does the unit have a BSC, INC. LIMITED EXTENDED WARRANTY? (proof of original receipt required) | | |

| *CURLING IRON <input type="checkbox"/> – complete checklist below | YES | NO |
|---|-----|----|
| Curling Iron will not turn on? – Trouble with the switches | | |
| Does this unite show exterior signs of damage or abuse by dropping? | | |
| Curling Iron will not open & close? – Torsion spring broke | | |
| Curling Iron does not heat up? – Trouble with barrel | | |
| Does the barrel show signs of poor maintenance? | | |

| *FLAT IRON <input type="checkbox"/> – complete checklist below | YES | NO |
|---|-----|----|
| Flat Iron will not turn on? – Trouble with the switches | | |
| Does this unite show exterior signs of damage or abuse by dropping? | | |
| Flat Iron turns on intermittently? –Trouble with the power cord? | | |
| Flat Iron does not heat up? – Trouble with plates | | |
| Does the unit show a history of pulling on the electrical cord? | | |

| *HAIR DRYER <input type="checkbox"/> – complete checklist below | YES | NO |
|--|-----|----|
| Hair Dryer will not turn on? – Trouble with the switches | | |
| Does this unite show exterior signs of damage or abuse by dropping? | | |
| Little to no air comes out – Trouble with the fan motor | | |
| Trouble with the Thermal Cut-out Switch | | |
| Does the screen filter contain a history of hair, lint, and/or other debris? | | |

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