

**PART IV | CUSTOMER RESPONSE & ROOT CAUSE REPORT**

Dear Customer:

The following report includes information about your returned products named below. Please read it carefully.

If you have further questions or concerns, we urge you to contact us within 30 days of this notice (above) at [info@americanpowerinc.com](mailto:info@americanpowerinc.com) or by phone at +1-563-323-7994 during regular business hours (9 a.m.-4:30 p.m. CT Monday-Friday). We retain returned products for 30 days, then properly dispose of them.

Thank you for your business!

*The APS Team*

**THIS BOX IS FOR APS INTERNAL USE**

**INSTRUCTIONS | Quality Manager:** Ensure this section is completed, then notify Product Support Returns team by marking the task as complete. If required, provide this page only to the customer via email with copy to appropriate sales manager.

PRODUCT INFORMATION	
Item description:	Part no.:
Serial no.:	End customer:
Location of issue discovery:	
RMA INFORMATION	
RMA no.:	RMA date:
Problem description:	
PRODUCT EVALUATION RESULTS	
Probable root cause(s):	
Containment action (if necessary):	
Corrective action (if necessary):	
Verification action (if necessary):	

ACCOUNTING ACTION				
Credit	Replace	Repair	N/A	Other (describe):
Please return original unit if not credited, replaced or repaired.				