


TheChessPiece.com QA in action	Quality Report and RMA Form Support@thechesspiece.com 1-866 62 CHESS		
Date*		Date of original order with TheChessPiece.com	
Nature of Problem *		Please describe the problem as accurately as possible	
Picture (if applicable)		If you are able to take a digital photo in support of the claim and this is no inconvenience to you then please do so and attach as applicable.	
Customer Name*		Name of person who originally ordered the item and paid for it.	
Customer Order ID*		The # provided to you by email at time of ordering and on the packing note that arrived with the goods.	
Customer Address*		This is the delivery address for the replacement part(s) (if applicable) and correspondence regarding this matter	
Customer email Address and/or Tel #*		This information is gathered solely to allow us to support this claim. Please refer to our Privacy information at www.thechesspiece.com/privacy.htm regarding use of personal data.	
RMA # *		Please obtain this by Faxing this completed form to 772 463 6807 before returning goods	
Product Code*		This code appears on your confirmed order and packing note received from us.	
Product Name*		This is the name of the Product as shown at our website	
# Pieces Affected*		Please state exactly how many items are affected.	
Serial # (If applicable)*		Some items, especially electronic have a serial # on the back. We log these when shipping to ensure traceability and for customer protection.	
Are all items included? YES/NO*		Please ensure that all items are included in the event a refund/exchange is requested. This includes but is not limited to Manuals, Warranty cards, pieces, and original packaging if possible.	
For internal use only	All items * MUST be completed		Customers, please do not complete below this line!
Internal Customer Contact		Additional Notes:	
Nature of Contact (Letter, email, etc)			
1 st Actions Agreed with customer and by who			
RMA Verified? Date Goods received.			
2nd Actions Agreed with customer and by who			
Are all items required received?			
Internal Actions Required and by whom			
Replacement/Refund Agreed Date			
Shipping Ref:			
Final Completion Signoff and by whom			