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## RMA REQUEST FORM

RMA#: \_\_\_\_\_ DATE: \_\_\_\_\_ ISSUED BY: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_ TEL: \_\_\_\_\_

COMPANY: \_\_\_\_\_ FAX: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

In Warranty Repair    
  Out of Warranty Repair    
  DOA    
  Other

INV DATE		INV#		MODEL		SERIAL#	
CPU		RAM		HD		FDD	
CD ROM		DVD ROM		CDRW		DVD COMBO	
AC ADAPTER		BATTERY		CASE		OTHER	

**PROBLEM:**

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**REPORT:**

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PLEASE FILL OUT THIS FORM AND FAX BACK ALONG WITH **ORIGINAL INVOICE COPY**. ALL RMA PRODUCTS MUST BE RETURNED **WITHIN 15 DAYS** OF RECEIPT OF AN RMA NUMBER OTHERWISE THE RMA NUMBER WILL BE VOIDED AND THE PACKAGE WILL BE REFUSED.

1. THE WARRANTY IS VOID IF THE SERIAL NO., DATE-CODE OR BAR-CODE STICKER WAS REMOVED.
2. MEDIA WAVE IS NOT RESPONSIBLE FOR ANY HDD'S DATA MISSING OR CRASH. PLEASE HAVE YOUR DATA BACKUP BEFORE YOU SHIP OUT YOUR RMA UNIT OR PACKAGE.
3. MEDIA WAVE IS NOT RESPONSIBLE FOR ANY LOST OR DAMAGED GOODS THAT ARE NOT LIST IN ABOVE LISTING.
4. ALTHOUGH THE RMA ITEM (S) IS/ARE WITHIN WARRANTY PERIOD, THE MATERIAL AND LABOR WILL BE ADDED IF RETURNED ITEM (S) WAS/WERE DAMAGED BY USER'S IMPROPER HANDLING.
5. RMA# MUST BE WRITTEN ON THE OUTSIDE OF EACH PACKAGE. IF NOT, THE PACKAGE WILL BE RETURNED TO THE SENDER.
6. **THERE WILL BE \$65 DIAGNOSTIC FEE APPLIED FOR OUT OF WARRANTY SERVICE.**
7. OUT-OF WARRANTY REPAIRS CARRY A 90 DAYS WARRANTY ON PARTS, EXCEPT CPU HAVE a 25-DAY LIMITED WARRANTY.

CONTACT PERSON SIGNATURE: _____	DATE: _____
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