

# SANTECH

1730 Sepulveda Boulevard.  
 Los Angeles, CA 90025  
 Tel: (310) 473-6000  
 Fax: (310) 473-6100

RMA REQUEST FORM					
REQUESTER'S COMPANY INFORMATION			FOR SANTECH USE ONLY		RMA#:
COMPANY NAME:			ISSUED DATE:		
CONTACT NAME:			RECEIVED DATE:		
ADDRESS:			TOTAL RECEIVED:		
QTY	ITEM CODE	ITEM DESCRIPTION	SN. # / WARRANTY	PROBLEM	INVOICE #

1. Please complete the above form & fax it with a copy of the original invoice & the serial numbers attached, to the above mentioned fax number.
2. The RMA Department will fax this form back to you, which will include your RMA number.
3. RMA numbers are valid only for 15 days from the date of issue by Santech. All RMA shipments must include a copy of this RMA form and a copy of the original invoice.
4. The RMA number should be marked very clearly on the outer surface of the box in which it is shipped. Failure to do so will result in the shipment being refused or returned as received.
5. The Warranty on the returned merchandise will automatically be void for improper shipping and packaging, or if it is found that item is misused, altered, or physical damaged.
6. Santech will only be responsible for those items listed on the original RMA request from which the RMA number was issued. Any discrepancy is the customer's responsibility.
7. All boards, hard drives, memory modules, and CPUs must be packed in anti-static bags.
8. Shipp fully insured and freight charges prepaid to the above address.