SHOP [4] TECH
a better place to shop from

IMPORTANT PROCEDURES

1. MUST write the RMA number boldly on the outside of the box, or it will be refused
2. MUST Complete the RMA form with detailed description of the product provided.
3. ALL RMA requests must be accompanied with a copy of the original purchase invoice/packing list.
4. RMA Number is valid for 30 days from the date of issue.
5. Merchandise must be carefully packaged to avoid damage in shipping, or the RMA will be voided.
6. Customers are responsible for 2 ways shipping on RMAs over 30 days for replacement or exchange.

RMA REQUEST FORM

NAME/COMPANY	
ADDRESS	
PHONE	
FAX	

For RMA Dept use ONLY

RMA# _____

Issue Date _____

Receive ID/DATE _____

QTY	INVOICE/ ORDER	EXCHANGE / CREDIT	PRODUCT	PROBLEM (FOR DVDRS PLS SPECIFY YOUR DRIVE)

FOR EXCHANGES: PLEASE SPECIFY PRODUCT/QTY;_____

ALLOW 5 BUSINESS DAYS FOR PROCESSING

-By Completing and signing this form, the customer agrees that the merchandise should be returned in the original packaging with all drivers, manuals, etc., that was included with the purchase.
-15% restocking fees may apply under the following conditions:
- Malfunctions due to software, set-up problems, or customer error. – Over 30 days of purchase.
- Damage from installation of third-party hardware.
- Re-installation of software or resetting of CMOS, Virus scanning, and deleting.
- Damage from any acts of tampering or modifying products from their original condition , neglect, misuse, and fault or customer error
- Missing components such as cables, disks, or manuals, etc.

Customer Signature _____   Date _____