

RMA FORM

RETURN / REFUND POLICIES (PLEASE READ CAREFULLY)

- RMA requests are processed based on the information provided by customer in this form.
- Please feel free to visit our company policies page for further information on our RMA regulations at <http://www.hitechdrive.com/policy.php>
- All equipment is sold with a 30 day replacement warranty unless otherwise specified. DOA (Dead on Arrival) must be reported within 72 hours for replacement. All returns are subjected to 15% restocking fee. Returns after 7 days may not be accepted.
- Please fill out the form completely to avoid delays and return it to us either by fax or email.
- RMA numbers are issued in 24-48hrs time.
- Please do not ship the equipment back unless RMA # has been assigned.
- Once RMA # is issued, please make a copy of your invoice and write the RMA # on it and ship it back along with the item.

| COMPANY NAME: | | PHONE# | |
|---|-------------------|--|--------|
| CONTACT NAME: | | FAX# | |
| REQUEST DATE: | | EMAILADDRESS: | |
| PURCHASE ORDER# | | INVOICE# | |
| DO YOU DESIRE A REPLACEMENT OR REFUND? | | IS PRODUCT IN ITS ORIGINAL CONDITION? | |
| LIST PROBLEMS & ITEMS BEING RETURNED BELOW: (IF DEAD ON ARRIVAL PLEASE LIST - DOA) | | | |
| SERIAL# | PART#/DESCRIPTION | QTY | REASON |
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WE VALUE YOUR BUSINESS AND APPRECIATE YOU PATIENCE & COOPERATION