

ATACOM, INC. Return Merchandise Authorization Number Request Form

To request a Return Merchandise Authorization (RMA) number, please review the RMA policies at <http://www.atacom.com> and complete this form and fax it to (510) 933-1204. ATACOM RMA Department will issue an RMA number based on the information contained in this form. Notification of the RMA number will then be faxed to the fax number or e-mail to the e-mail address you provided.

Print All Field

Customer Name*: _____ Company Name: _____
Phone Number*: _____ Evening Phone Number: _____
Fax Number: _____ E-mail Address*: _____
Address: _____
Sales Order No.*: _____ Order Date : ___ / ___ / _____

Item Description:	Serial Number*:
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Detail Problem Description:

Receive RMA Number: <input type="checkbox"/> Fax <input type="checkbox"/> E-mail	Action Requested*: <input type="checkbox"/> Replacement <input type="checkbox"/> Refund
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For ATACOM, INC. RMA Dept. Use Only
RMA #: _____ Issued By: _____ Date: _____ Valid Through _____

RMA Policy:

- Customer is responsible to determine whether a product is defective. It is very costly to diagnose each merchandise. A \$19.95/hr Diagnostic fee and handling will be charged for non-defective product.
- An RMA number is valid for 10 days.
- CPUs **MUST** received by ATACOM, Inc within the warranty period.
- A 15% process fee based on current item price will be charged on all returned product. Credit Money= Current Updated Price X 0.85 .
- **NO REFUND OR TRADE IN** for CPU and Memory. Only replacement with the same model
- ATACOM, INC. is responsible to replace a defective item by UPS ground.
- No advanced replacement.
- Detail policy is listed at our website at <http://www.atacom.com>.

I have read and agree to the policies stated above

Print Name*: _____ Signature*: _____ Date*: ___ / ___ / ___

All * is required for RMA request to be processed.