

# SURIA COMPUTER CORPORATION

2691 RICHTER AVENUE SUITE 130, IRVINE, CA 92606    TEL : 714 - 851 - 0596    FAX : 714 - 851 - 0598

## RMA REQUEST FORM

COMPANY	:.....	RMA NUMBER	:.....
ADDRESS	:.....	DATE ISSUED	:.....
CITY/STATE/ZIP	:.....		
	FAX:		
TELEPHONE	:.....	DATE IN	:.....
	DATE:		
CONTACT PERSON	:.....	DATE OUT	:.....

ITEM CODE	DESCRIPTION	SERIAL NUMBER	INVOICE NO.	INVOICE DATE	PROBLEM DESCRIPTION

**RMA PROCESSING :**

- \* WARRANTY STARTS FROM DATE OF ORIGINAL INVOICE OF PURCHASE : SEE DETAILS ON THE BACK OF THE ORIGINAL INVOICE.
- \* FAX COMPLETED RMA REQUEST FORM TOGETHER WITH INVOICE COPY TO (714) 851-0598
- \* SURIA WILL ISSUE AN RMA NUMBER GOOD FOR 15 DAYS WITHIN 1 WORKING DAY.
- \* PLEASE MARK THE RMA NUMBER CLEARLY OUTSIDE OF THE BOX, SHIPMENTS WITHOUT A RMA NO. WILL BE REFUSED.
- \* SURIA WILL ONLY BE RESPONSIBLE FOR ITEMS LISTED ON THE RMA REQUEST FORM, WHEN THE RMA NUMBER WAS ORIGINALLY ISSUED.
- \* PRODUCTS DAMAGED THROUGH NEGLIGENCE OR DURING SHIPPING , WILL VOID WARRANTY, AND WILL BE RETURNED WITHOUT REPAIR.
- \* REMOVE AND RETAIN ALL ADD-ON ITEMS i.e. CABLES, SOFTWARE,RAM, ADAPTERS ETC., AS WE ARE NOT RESPONSIBLE FOR THESE ITEMS.
- \* A COMPREHENSIVE DESCRIPTION OF THE PROBLEM IS REQUIRED ON ALL RETURN PRODUCTS.
- \* DOA REPLACEMENTS ARE CONSIDERED ONLY IF RETURNED WITHIN 7 DAYS FROM INVOICE DATE.