acces micro Corporation

RETURN MERCHANDISE REQUEST FORM

DATE: _____

CUSTOMER A/C #: _____

CONTACT: _____

AMC RMA NO.

COMPANY: _____

ADDRESS: _____

TEL: _____   FAX: _____

AMC ITEM NO.	QNTY	ITEM S/N:	INVOICE NO.	INV. DATE	PROBLEM

PRODUCT(S) RETURNING FOR: Repair / Replacement: _____   Credit:_____

Customer agrees to the following conditions when consigning to Access Micro Corp. RMA Dept.

Customer Signature: _____   Date: _____

* **Please return bare card only**. Do not ship any cables, manuals, software media, and/or retail packing with the defective products for repair or replacement. Access Micro Corporation (AMC) will not be responsible for lost packing material or contents.
* AMC provides a standard **one (1) year warranty** on all items sold directly through AMC with proof of purchase from the date of the invoice, with the exception of CPU. AMC provides a 6-month warranty period on all OEM AMD processors effective 1 Nov 2001. **Boxed AMD processors come with only 30 days of warranty**. *Dead on Arrival* (DOA) period on all AMD processors is **3 working days**. If the products returned are found to be the result of abusive use (according to respective manufacturer's guideline) or alteration without prior authorization, all warranties will be void and the products will be returned to the customer un-repaired.
* Credit will only be issued within 15 days from the date of the invoice. Please return all cables, manuals, software media and retail packing (including original manufacturer's box if provided) with the item.
* RMA number is valid for 10 days from the date of the issuance. If items for return are not received within 10 days from the date of the RMA issuance, a new RMA number will need to be re-issued.
* Please mark the AMC's RMA number clearly on the outside of the shipping package. Damage or loss of goods during shipment is the sole responsibility of the customer.