

Media Wave

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RMA REQUEST FORM

RMA#: _____ DATE: _____ ISSUED BY: _____

CONTACT PERSON: _____ TEL: _____

COMPANY: _____ FAX: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

In Warranty Repair Out of Warranty Repair DOA Other

| INV DATE | INV# | MODEL | SERIAL# |
|------------|---------|-------|-----------|
| CPU | RAM | HD | FDD |
| CD ROM | DVD ROM | CDRW | DVD COMBO |
| AC ADAPTER | BATTERY | CASE | OTHER |

PROBLEM:

REPORT:

PLEASE FILL OUT THIS FORM AND FAX BACK ALONG WITH **ORIGINAL INVOICE COPY**. ALL RMA PRODUCTS MUST BE RETURNED **WITHIN 15 DAYS** OF RECEIPT OF AN RMA NUMBER OTHERWISE THE RMA NUMBER WILL BE VOIDED AND THE PACKAGE WILL BE REFUSED.

1. THE WARRANTY IS VOID IF THE SERIAL NO., DATE-CODE OR BAR-CODE STICKER WAS REMOVED.
2. MEDIA WAVE IS NOT RESPONSIBLE FOR ANY HDD'S DATA MISSING OR CRASH. PLEASE HAVE YOUR DATA BACKUP BEFORE YOU SHIP OUT YOUR RMA UNIT OR PACKAGE.
3. MEDIA WAVE IS NOT RESPONSIBLE FOR ANY LOST OR DAMAGED GOODS THAT ARE NOT LIST IN ABOVE LISTING.
4. ALTHOUGH THE RMA ITEM (S) IS/ARE WITHIN WARRANTY PERIOD, THE MATERIAL AND LABOR WILL BE ADDED IF RETURNED ITEM (S) WAS/WERE DAMAGED BY USER'S IMPROPER HANDLING.
5. RMA# MUST BE WRITTEN ON THE OUTSIDE OF EACH PACKAGE. IF NOT, THE PACKAGE WILL BE RETURNED TO THE SENDER.
6. **THERE WILL BE \$65 DIAGNOSTIC FEE APPLIED FOR OUT OF WARRANTY SERVICE.**
7. OUT-OF WARRANTY REPAIRS CARRY A 90 DAYS WARRANTY ON PARTS, EXCEPT CPU HAVE a 25-DAY LIMITED WARRANTY.

CONTACT
PERSON SIGNATURE: _____

DATE: _____