

## Return Material Authorization (RMA) Request

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Parts warranty claims are for 21 days from the date of purchase with the exceptions of OEM processors (CPUs), memory modules (14 days) and certain manufacturers/suppliers. After 21 days, warranty claims must be made directly with the manufacturers. All parts submitted for warranty must be returned in the condition they were sold. Any physical damage or sign of over clocking will void the warranty.

We will process returns only **as allowed by the individual manufacturer or distributor**. Some products are not returnable at all. For example, for memory/RAM, CPU and most IBM, HP/Compaq, Sun, Nortel and Cisco products only defective replacement is allowed. If the manufacturer or distributor will not take it back from us, there is nothing we can do for you. The customer may contact the manufacturer directly to get an authorization number or process the return/replacement claim.

*This is why it is so very important that if you are not sure a product will work for your situation that you communicate with the manufacturer or with us before placing an order. **You must specify your requirements in the comment section when you purchase from our web site or on your fax PO.***

Credit for returns are for the product only and do not include shipping and handling charges. Most returns are also subject to a 15% to 25% restocking fee. Credits will be processed after the manufacturer/distributor has credited us.

In the case of a defective product, the customer pays shipping to return the product and we pay to ship it back via UPS ground (within the continental U.S.). Customers outside the continental U.S. must pay for the shipping both ways. The customer has the option to pay for any express shipping when needed.

There are two ways to replace a defective product:

- 1) Replacement is shipped after we receive the defective product, and the defective product meets the return conditions specified here.
- 2) Replacement is cross-shipped while the defective product is shipped back. A credit card must be used to secure all cross-shipped products. On a term account, we will invoice the cross-shipped product. In either case, credit for the return will be issued after we have received credit from our vendor. If the vendor rejects the return, we will send the return back to the customer and no credit will be issued.

The customer must ship the return product to us within five days of receiving the RMA number. Any delay will void the RMA. A tracking number must be provided to us.

All returns must include all the original content, i.e. manuals, parts, accessories, warranty card and etc. The merchandise must be packaged in the same way it was shipped including the shipping box.

The product box must not be used as the shipping box unless it was shipped that way to you. If the product box is damaged, or any of the parts are missing, the manufacturer may impose a \$25.00 or 25% "reboxing" fee plus the replacement cost of the missing part(s). This fee will be charged to you. The manufacturer may also reject the return outright and return the product, in which case no credit will be issued. Please put the product in another box for shipping and protect the product from damage. Please note that shipping companies will not pay for any damage due to an improperly boxed package. The shipping party is responsible for any damage from a badly boxed package.

Product must be received within 10 days unless otherwise stated, in original box and packaging.

### **What qualifies as an "un-opened" box return?**

1. The box must be factory sealed without any marking, torn off labels, or damage.
2. All returns must have the RA number on the shipping label. You **must not write on manufacturer's original box**. Any writing on the product box is considered as not resalable and will be rejected by our suppliers.
3. You are fully responsible for the condition of the goods until we receive them, so please do whatever it takes to protect the box. Wrap the box with plastic wrap or put it in a bigger box.
4. FYI: over 30% of "un-opened" returns were rejected due to reason #1, 2 or 3 above.

For defective/DOA exchange RMA, an opened box return is authorized. Products must be complete, including all components, accessories, cables, software, manuals, warranty card etc.

Returns must be shipped freight pre-paid.

To get an RMA number, please go to our web site: <http://www.applied-computer/RMARequest.aspx> and submit your request online, fax or email the RMA form to us.

You must obtain an RMA number before you can return any product to us.

Product returned without an RMA number will be refused by our receiving department.

### **PLEASE NOTE:**

**Product returned with wrong or missing RMA number, wrong product, or product not in the condition for which return was authorized will be refused by our receiving department. *A \$25 processing fee will be charged for refused product.* Product shipped to a wrong or incomplete address generally will be returned to the sender by the carrier. *No credit will be issued for product lost in transit.* We are not responsible for returned product that we do not receive.**

## **The Most Common Rejected RMA Conditions:**

1. Torn off label, label was removed without using a heat gun = not resalable condition.



2. Stated un-opened box on the RMA form, but tape was opened.



**These rejected RMA will be send back to you, and we will bill you for the shipping and parts!**



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## Return Material Authorization Form (RMA)

**RMA NUMBER** \_\_\_\_\_ **DATE ISSUED** \_\_\_\_\_

Today's Date: \_\_\_\_\_

### Customer Information

Name: \_\_\_\_\_ Customer Number \_\_\_\_\_  
(From invoice or phone number given when the order was placed)

P.O. or Invoice Number \_\_\_\_\_ Date of P.O. or Invoice \_\_\_\_\_

Who to contact: \_\_\_\_\_ Email: \_\_\_\_\_

Phone Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Fax Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

### Product Or Order

DOUBLE CLICK ON BOX TO CHECK OFF

Is the product opened ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is the product in resalable condition?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is there any writing or marking on the box ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have any labels been removed without using heat gun ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Description of product to be returned: \_\_\_\_\_

Part Number(s): \_\_\_\_\_ Quantity \_\_\_\_\_

Note: [Some products are not returnable at all: memory/RAM, CPU, IBM, HP/Compaq, Sun, Nortel and Cisco products, only defective replacement is allowed.]

Serial number(s) \_\_\_\_\_

Reason for request \_\_\_\_\_

Requested Action: \_\_\_\_\_

If you need faster replacement, please provide shipping account number, shipping method and credit card/term info. By sending/faxing this RMA form, you agree to our return policy and understand that Applied Computer Online Services can take your product back only if our supplier will take them back. If what you stated here does not match the condition of the goods returned, you are responsible to pay for all the shipping and the goods will be returned to you at your expense.

After obtaining the RMA #, you must ship the product within 5 working days to the address that will be provided in the email/fax.

**APPLIED RMA#** \_\_\_\_\_ (Must supply a Tracking Number in order to get credit)

Tracking Number: \_\_\_\_\_