

**RMA (Return Merchandise Authorization) Request Form**

Please complete and fax to 631-249-3688 and you will be contacted with a RMA#. **RMA #:** \_\_\_\_\_

Request by: Reseller End User

Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Fax: \_\_\_\_\_

Return Address: \_\_\_\_\_ E-mail: \_\_\_\_\_

\_\_\_\_\_ Send RMA# via Fax. Phone Email

\_\_\_\_\_ If your operating system (OS) corrupted, do you want us to preload OS? If yes, please specify:

Charges will bill to: Reseller End User

XP Home XP Pro Win7 Pro POSReady 2009

Billing address is same as above.

Do not preload OS Other: \_\_\_\_\_

Billing Address: \_\_\_\_\_

System that are password protected, please provide login information here or email to tech@digicomint.com.

\_\_\_\_\_ User ID: \_\_\_\_\_

\_\_\_\_\_ Password: \_\_\_\_\_

Unit Model	Serial Number	Reason

Policies & Procedures:

1. Please be advised that due to parts and components availability for DISCONTINUED items. Some repairs might not be able to be done at our New York facility. In such case, repair time will be delayed. Please contact your Sales Representative for Trade-In or other options.
2. All repair units must have a valid RMA number otherwise it will not be accepted.
3. RMA number is valid for only 15 days.
4. RMA warranty is 90 days.
5. Ship via a traceable carrier and properly insure package.
6. The LCD monitor has to be packaged by plastic bubble wrap. Remember to provide extra padding during packing, DigiCom International are not be responsible in any physical/misused damages.
7. Write the RMA# on the outside of the box and ship to: 155 Rome St, Farmingdale, NY 11735
8. After diagnostic work, a Repair Authorization Summary will be fax or email to the customers if there is any charge. Customers have to return the paper with an authorization signature. Diagnostic Fee will apply if decided not to repair.
9. We recommend to ship hard drive with the system. Otherwise, all the diagnostic work will be performed with DigiCom's test hard drive.
10. We will not be responsible for any data lose in the hard drive including Windows product key. Please backup your important information.

Person returning product: \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)