

**Return Merchandise Authorization Request Form** Page 1 of 2

**To Avoid Denial, Please review the material contained within this policy. FILL OUT THIS FORM COMPLETELY OR YOU WILL NOT BE ISSUED AN RMA NUMBER. Your signature in required for approval.**

Date Requested: \_\_\_\_\_

Company Name: \_\_\_\_\_ Customer No.: \_\_\_\_\_

Contact: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

1. Provide Quantity, Stock Code, Serial Number, Invoice Number, Invoice Date and Serial Number.
2. **Provide a clear and specific description of the problems.**
3. Fax the completed form to **716-447-0880** or e-mail form to [support@usitek.com](mailto:support@usitek.com)
4. Incorrect Invoice #, no invoice #, or poor problem description will result in delays in issuing an RMA number.
5. For technical assistance call: **716-447-0832**.
6. Once an RMA number is issued to you, use the below address label with the RMA number filled in, clip it out and attach it to your box.

Qty	Stock Code	Serial #	Invoice #	Inv. Date	Problem Description

**Inspect your Return**

All products must contain the original packing materials. The original box, manual, file disks, disks and all accessories, must be included with shipment. No products will be returned for a refund or replacement unless in re-sellable condition. 15% restocking fee applies to all returns for unwanted merchandise.

**Request RMA Number**

A Return Authorization Number is mandatory for all returns. All returns without a valid RMA number will be refused by the US itek, Inc receiving department. RMA numbers expire after 14 days and will not be valid if received after the 14<sup>th</sup> day. Fill out this form and fax to 716-447-0880

**Ship and Insure your US itek, Inc Product Return**

All products returned to US itek, Inc must be delivered by a reputable and insured carrier. US itek, Inc waves all responsibility to shipments received damaged by a carrier. It is within the purchaser's best interest to insure the

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products being shipped for their full value. US itek, Inc does not contribute to costs of shipping product returns. The items must be packaged properly. All items must be in anti-static bags with proper packaging material similar to original packaging. Any items not in anti-static bags will automatically void the warranty. Any damaged items (regardless of severity) will void the warranty.

**Product that does not Qualify for Return**

It is up to the discretion of US itek, Inc RMA Department to refuse a returned product for physical damage, improper packaging, fraud or any other reason. You will be notified if your product is rejected for any reason.

**Reasons for rejecting Returned Product:**

- Products that are improperly packaged.
- Products shipped without original packaging.
- Products shipped without accessories.
- Products with UPC or serial number tampered with or removed.
- Products that have switched serial numbers or serial numbers not matching the US itek, Inc invoice.
- Loose, Damaged or removed screws or fasteners.
- Products that are not warranted by US itek, Inc.
- Cracked CPU's or scratched Main boards.

**Terms of a Returned Product to US itek, Inc:**

- Product must be within 30 days of the original invoice date.
- A replacement may be issued as credit, replacement or exchange.
- All non-defective returns will be charged a 15% restocking fee.
- Manufacturer Warranties may be applicable towards some returns and are required to be returned by the purchaser to the manufacturer for full warranty.
- US itek, Inc reserves the right to deny RMA claims for fraud.
- MEDIA, BATTERIES, SOFTWARE AND INK or TONER ARE NOT RETURNABLE AT ANY TIME FOR ANY REASON.

**Signature Required:** *This information must be signed and returned with your RMA.  
I have read and accept the above conditions of this return.*

X \_\_\_\_\_  
Customer Signature Date

\_\_\_\_\_  
Printed Name

**Clip and attach to the front of your box:**

**US itek Inc. Attn: RMA Dept  
1720 Military Road, Suite 200  
Buffalo, NY 14217**

**RMA#** \_\_\_\_\_