



**Dynapower U.S.A.**

230 Paseo Sonrisa, Walnut, CA 91789

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Company Name (if any): \_\_\_\_\_ Date: \_\_\_\_\_

Your Name: \_\_\_\_\_  
(Please, Print your Name)

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

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

Your RMA No.

**Problems Description**

Quantity	Item No.	Vendor Name	Invoice Date	Problem Descriptions

1. COMPLETE THE RMA REQUEST FORM AND FAX BACK TO DYNAPOWER WITH INVOICE COPY. YOUR RMA NUMBER IS GOOD FOR 15 DAYS. INCOMPLETENESS WOULD RESULT IN A DELAY OF RMA PROCESS. BE SURE TO SHIP FREIGHT PREPAID.
2. DISPLAY THE RMA NUMBER PROMINENTLY ON THE SHIPPING LABEL OR ON THE EXTERIOR SHIPPING CONTAINER. W/O RMA NUMBER, IT WILL BE REJECTED OR SENT BACK FREIGHT COLLECT.
3. RETURNED PRODUCTS MUST BE SENT IN SECURE PACKAGING TO PREVENT ANY SHIPPING DAMAGE. ANY DAMAGES TO THE RETURN PRODUCT WILL BE INFORMED TO YOU AND RETURNED FREIGHT COLLECT.
4. RETURNED PRODUCTS WITH DIFFERENT RMA NUMBERS MUST BE PUT IN A SEPARATE BOX RATHER THAN COMBINED IN ONE BIG CONTAINER. IF YOU HAVE TO COMBINE ALL ITEMS IN ONE CONTAINER, YOU MUST LABEL THE RMA NUMBER FOR EACH ITEM. IF THE PRODUCTS CANNOT BE MATCHED WITH ATTACHED RMA NUMBER, IT WILL BE RETURNED FREIGHT COLLECT.
5. FOR NETWORKING PRODUCTS (ROUTERS, ADAPTERS, SWITCHES, MEDIA CONVERTERS, KVM AND ETC), DO NOT INCLUDE MANUALS, CD-ROM, POWER ADAPTER, CABLES, MOUNTING BRACKETS OR ANY OTHER ACCESSORIES WHEN RETURNING. DYNAPOWER ONLY REPLACES THE DEFECTIVE UNIT AND WILL NOT RETURN OTHER ACCESSORIES.
6. DYNAPOWER SHALL NOT BE RESPONSIBLE FOR ANY HARDWARE, SOFTWARE, FIRMWARE, INFORMATION, OR MEMORY DATA OF CUSTOMER CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCTS RETURNED TO DYNAPOWER PURSUANT TO ANY WARRANTY.
7. THIS WARRANTY POLICY COVERS THE U.S. CUSTOMERS ONLY. ALL OTHER COUNTRIES CONTACT YOUR LOCAL CUSTOMER SUPPORT.
8. DYNAPOWER ITSELF DOES NOT GIVE REFUNDS, CREDITS OR OFFER PRODUCT UPGRADES. FOR REFUNDS PLEASE CONTACT THE VENDOR YOU PURCHASED THE PRODUCT FROM.
9. UPON THE PROCESSING OF THIS REQUEST, YOU AGREE TO DYNAPOWER'S RMA TERMS AND CONDITIONS PRESENTED AT: (<http://www.dynapowerusa.com/08-rma/End User.htm>)