



Dynapower U.S.A.

230 Paseo Sonrisa, Walnut, CA 91789

Tel: (909) 594-6282 Fax: (909) 598-3465

Company Name: _____ **Date:** _____

Your Name: _____
(Please, Print your Name)

Address: _____

Tel: _____ **Fax:** _____

Email: _____

Your RMA No.

Problems Description

Quantity	Item No.	Invoice Number	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 PROCESSING. 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. RETURN PRODUCTS MUST BE SENT IN SECURE PACKAGING TO PREVENT ANY SHIPPING DAMAGE. ANY DAMAGES TO THE RETURNED PRODUCT WILL BE INFORMED TO YOU AND RETURNED FREIGHT COLLECT.
4. THE 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 THE 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 RMA POLICY COVERS THE U.S. CUSTOMERS ONLY. ALL INTERNATIONAL CUSTOMERS REFER TO YOUR ORIGINAL SALES CONTRACTS.
8. DYNAPOWER ITSELF DOES NOT GIVE REFUNDS. NO CREDIT WILL BE GIVEN IF SALES RETURN GOODS ARE RECEIVED MORE THAN 30 DAYS SINCE THEY WERE SHIPPED. ALL SALES RETURN ITEMS MUST BE IN RE-SELLABLE CONDITION, ACCOMPANIED WITH ORIGINAL CARTON, PACKAGING MATERIALS, AND ALL SALES RETURNS ARE SUBJECT TO A 25% RESTOCKING-FEE (EXCEPT EVALUATION UNITS).
9. UPON THE PROCESSING OF THIS REQUEST, YOU AGREE TO DYNAPOWER'S RMA TERMS AND CONDITIONS PRESENTED AT: (<http://www.dynapowerusa.com/08-rma/Reseller.htm>)