



Tel: (626) 839-7488
 Fax: (626) 839-7481
 837 S. Lawson Street, CA 91748, U.S.A.

RETURN MERCHANDISE AUTHORIZATION FORM

RMA NUMBER:		REQUEST DATE:
Name:	TEL:	FAX:
Email :		
ADDRESS:		
City:	State:	Zip Code:
For QTY please put down exact number of discs you are sending back to us for RMA. Please note RMA is one to one exchange only. Please sent back all used and unused disc.		
QTY	Part Number & Product Description	Purchase Date
Detailed reason for return: (This section must be filled out in order to Obatain RMA)		
Must Complete		
Brand / Model Number of DVD Writer Used:		
Firmware revision:		
RETURN INSTRUCTIONS:		
1) Return request must be made within 30 days of the date on your invoice. 2) Returns must be sent in original carton and packaging. Items returned without original packaging may be subject to a returns surcharge of up to 25% of the purchase price. 3) Return must be clearly labeled with a Return Material Authorization (RMA) number given to you by our customer service representative (CSR). Any return received without an approved RMA number will result in delay of credit and be subject to a restocking penalty charge of up to 25% of the purchased price. 4) Returns must be shipped by customer within 30 days of issuance of the RMA number. Returns received outside this time frame may result in a delay of credit or exchange and a restocking penalty charge of up to 25% of the pruchase price. All accessory itmes, included with the product(s) must be included in return. Items not included are subject to a missing item charge. 5) Original invoiced freight and handling charges are non-refundable. Customer is responsible for all shipping and handling charges for product return. 6) All RMA are subject to One to One Exchange		
REQUEST PERSON NAME:		VERIFY BY:
APPROVAL SIGNATURE:		APPROVAL DATE:

** Please include the completed form along with the RMA disc and return to 837 S Lawson st, CA 91748 **