

**Authorized RMA Return
Request Form**

RMA CHECKLIST

1. *Review* terms and conditions of our Limited Warranty and RMA Return policies, and verify that your product qualifies for an Authorized RMA Return at www.supertalent.com/limitedwarranty.
2. Visit www.supertalent.com/support/support.php to timely initiate an Authorized RMA Return and obtain a valid RMA # (Note: RMA # is valid for 30 days from issuance only).
3. *Download/complete* this Authorized RMA Return Request Form; include copy in the product return.
4. Our RMA Dept. will acknowledge your Request (please allow one business day from receipt).
5. Note: Original Invoice # is required for all DOA/Credit Returns.

*****IMPORTANT HANDLING INSTRUCTIONS AND ADVICE*****

1. **Backup:** Backup all data and programs and remove all storage media prior to RMA Return. Super Talent is not liable for any damaged, lost or corrupted storage media, data or programs.
2. **Pack:** Place each item in appropriate return packaging. Mark the RMA # clearly on the package.
3. **Insure:** Super Talent advises its Customers to obtain insurance for Authorized RMA Return.
4. **Ship To:** Super Talent RMA, 2077 N. Capitol Ave. San Jose, CA 95132, USA
5. **Obtain Tracking #:** E-mail Tracking # to RMA. Be sure to include RMA # in e-mail header.
6. **Check Status** of RMA Return online at: http://www.supertalent.com/support/rma_online.php
7. **Follow-up Contact:** Please e-mail rma@supertalent.com if further follow-up is required.

To Be Completed In Entirety	<u>For RMA Use Only</u>
Customer Name _____	RMA #: _____
Customer ID (if known) _____	Issue Date: _____
Address _____	Total Pieces: _____
City _____ State _____ Zip _____	DOA: _____
Country: _____	Credit: _____
Phone : _____ Fax : _____	Replace: _____
Contact Person : _____	Enhanced: _____
E-mail: _____	

QTY	Product Description And Item #	Product Serial #	Original Invoice # and Date of Invoice	Complete Description of Technical Issue (Attach Additional Page If Necessary)

Customer Special Request/Instructions:

For Credit ___ DOA ___ For Replacement ___ Standard RMA Program ___ Enhanced RMA Program ___

Terms & Conditions: See <http://www.supertalent.com/support/warranty.php> for a complete description of the terms and conditions of Super Talent's Limited Warranty and its Authorized RMA Return policies and procedures.