

## RMA Request Form

### IMPORTANT RMA PROCEDURES

1. Complete this RMA Request Form with item detailed problem(s)
2. The request will be responded within 24 hours (working day)
3. Pack item properly (**DO NOT USE A STANDARD ENVELOPE**) and attach with the copy of request form
4. Mark RMA Number clearly on outside of packing box
5. Ship to: Super Talent RMA, 2077 N. Capitol Ave. San Jose, CA 95132, USA

**\*\*\*SPECIAL INSTRUCTIONS\*\*\***

1. **Backup all data prior to return Super Talent. Super Talent shall not be liable for any data loss once products return to Super Talent. Supertalent will not take any responsibility for a broken package**
2. Visit: <http://www.supertalent.com/support/support.php> before starting to RMA request
3. Original Super Talent invoice number is required for all credit requests
4. The RMA number is valid for 30 days from the date of issue
5. Keep tracking# and RMA# for shipment checking purpose
6. If didn't get RMA response within 24 hours (working day), please contact: [rma@supertalent.com](mailto:rma@supertalent.com)
7. For RMA online status checking, please visit: [http://www.supertalent.com/support/rma\\_online.php](http://www.supertalent.com/support/rma_online.php)

**\*\*\* Required to fill:**

Company(if have any) \_\_\_\_\_  
 Customer ID(if have any) \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Country \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 Contact Person \_\_\_\_\_  
 E-mail \_\_\_\_\_

**For RMA Use Only**

RMA # \_\_\_\_\_  
 Issue Date \_\_\_\_\_  
 Total Pieces \_\_\_\_\_

QTY	ITEM NUMBER	SERIAL # & DESCRIPTION	INVOICE # & DATE	DETAILED PROBLEM

**Special Request:**

**FOR SUPER TALENT RMA USE ONLY**

SUPER TALENT IS NOT RESPONSIBLE FOR ANY LOST RETURNED ACCESSORIES EXCEPT FOR CREDIT AND DOA ITEMS.