

SILVER PCS RMA REQUEST

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RMA No. _____

Issue Date: _____ / _____ / _____

Company/Customer Name: _____

Contact Person: _____

Address: _____

Tel: () -

1. _____ Repair/Replacement 2. _____ Credit 3. _____ Other

Fax () -

Inv. Date	Invoice #	Item #	Qty	Serial No.	Problems	Remarks

NOTES:

1. 30 – DAY MONEY BACK WITH 15% RESTOCKING FEE FOR NON-DEFECTIVE RETURNS.
2. No credit or refund after 30 days. Customer is responsible for returning defective products including D.O.A. (dead on arrival) due to manufacturer.
3. RMA # will be EXPIRED AFTER 14 DAYS from the day we issued. JCL will not be responsible for your item(s) after 14 days of RMA notice.
4. Description of problems in this form is required on each item returned.
5. RMA # would not be issued without invoice copy and RMA request form.
6. D.O.A. must be reported within 72 hours after received. No credit to be issued 30 days from invoice date.
7. All RMA replaced parts carry the same warranty based on original invoice date, not RMA date.
8. Any physical damage or repairs on the product by client voids the warranty.
9. All RMA returns are based on UPS GROUND.
10. Print RMA # clearly marked on outside of package. Damage or lost products during shipping is the sole responsibility of the customer.
11. You will receive a return fax from RMA Department within 24 working hours.

(If applicable) RMA # cannot be issued because: