

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:

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

(If applicable) RMA # cannot be issued because: