

RMA Request Form

RMA NO. _____	Date: _____	<i>(For Cal Micro use only)</i>
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Company Name: _____	Address: _____
Contact Person: _____	_____
Telephone: _____	_____
Fax: _____	Email: _____

Please check this box if you are returning items for Credit <input type="checkbox"/>

Item Description or Part Number (same as in CMI's invoice)	Serial Number	Invoice Number	Invoice Date	Problem Description

(If more space is needed, please attach separate sheet)

- Please explain the problem of the merchandise clearly.
- All RMA shipments must be shipped to the above address. RMA number must be labeled on every box of the shipment.
- Please contact your sales representative if an RMA number is not issued within 48 hours from the date CMI receives the RMA request form.
- No RMA number will be issued if any of the information above is missing.
- RMA numbers are valid for 5 business days only.
- Returned merchandise is subject to at least 25% restocking fee.
- Returned merchandise must be shipped freight prepaid.
- All DOA items and requests for credit items must be received within two business days from the issuing date and no later than 30 days from invoice date.
- Cal Micro reserves the right to replace requested parts that are not available with even equivalent or better parts. A credit at current market value will be give in case replacements are not possible.
- Physical damaged and software items do not carry any warranty and will be retuned to customer only at his own expensed non-repaired and non-serviced.
- All products must be properly packaged or else Cal Micro reserves the right to return them to the sender at their own expense.

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