



44153 S. Grimmer Blvd., Fremont, CA 94538 Tel: 510-226-6778 Fax: 510-226-6773

ACME Micro Systems, Inc.

Return Merchandise Authorization (RMA) Request Form

(Package without RMA# clearly marked outside will be rejected!)

Customer Name: _____ Company: _____

Phone No.: _____ Fax No.: _____

Address: _____

- All products are under manufacturer warranty.
- D.O.A. products need to be tested by ACME technician and prove to be defective before a replacement sends to customer.
- Customer may request refund within 14 days of invoice date.
- Credit return subject to 25% restocking fee.
- No refund on CPU, memory, software, shipping & labor fee at any time.
- No refund after 14 days of invoice date.
- Product only return for repair after 30 days of invoice date, no replacement.
- Assigned RMA # expire after 10 days from the date issued
- No cross-shipment
- ACME only pay for UPS GND to ship back product to customer. For faster service, customer need to pay the difference of shipping fee
- For details of rma, please go to web-site www.acmemicro.com (RMA Procedure)

Please check one:

Return for : _____ Credit _____ DOA _____ Repair _____

Shipping Method: Next day _____ 2nd Day _____ 3 Days _____
Ground _____

Invoice No	Invoice Date	Product	Serial no.	Problem Description

Customer Signature: _____

Date: _____

RMA No.: _____

Date: _____