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Return Merchandise Authorization (RMA) Request Form

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

Customer Name		Company	
Phone No.		Fax No.	
Address			

Please read the following points to make sure you understand and are qualified for RMA process.

- 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 7 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 7 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 the following checkbox:

RMA for Credit DOA Repair
Shipping method Next Day 2nd Day 3 Days Ground

Invoice No.	Invoice Date	Product(s)	Serial No	Problem Description

Customer Signature: _____ **Date:** _____

RMA No.: _____ **Date:** _____