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<b>RMA Number</b>

Full Returns and Exchange Policy is available  
 at <http://www.comtequsa.com/comtequsa-cust-serv-ret-exchange-policy.htm>  
 This document is also available at <http://www.comtequsa.com/rmaform>

**\*\*\* IMPORTANT INFORMATION \*\*\***

- All packages must be returned to the above address
- Please check either Credit (CR) or Exchange (EX) column for each product requested
- This form must be completed, and either faxed or emailed back within 1 business day
- If you do not receive a RMA # within 1 business day of faxing back this form, you must contact the RMA department for a RMA #
- Some products are subject to restocking fees. Please refer to your invoice for detail
- Please include the phone #, fax #, or Email address that you will be available in the next business day, during normal business hour, for our RMA specialist to contact you regarding issues or RMA #

<b>Name</b> _____	<b>Customer ID</b> _____
<b>Address</b> _____	<b>Order #</b> _____
_____	<b>Invoice Date</b> _____
_____	<b>E-Mail</b> _____
<b>Phone</b> _____	<b>Fax</b> _____

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Part #	Description	Serial #	Qty	Unit \$	CR	EX

**Please describe the reason for return in detail:**

**THE FOLLOWING TERMS AND CONDITIONS ARE STRICTLY ENFORCED !!!**

1. Please make sure the product being returned has the exact part # as shown on the RMA document and original invoice.
2. Please include all add-on items (cable, software, math co-processor, ram modules, adapters, manual, etc.) in original packaging. Incomplete packages will not be accepted and will be returned at the customer's expense.
3. Products damaged through negligence or during return shipment will void the warranty and will be returned without replacement at the customer's expense.
4. All RMA customer returns will be returned via UPS ground. DOA (dead on arrival) will be returned via the original shipping method.
5. All credit refunds will be processed within 15 days upon recite of the RMA.
6. Please clearly mark RMA Number on top of ALL packages.
7. Returned items MUST arrive to our facility within 7 days from the issuance of the RMA #, or the RMA # will be voided.
8. SHIPPING CHARGES ARE NOT REFUNDABLE.
9. Products will not be accepted if the warranty label/sticker is removed from the product (Only applicable for products with warranty label).
10. All return packages MUST be insured or certified.

<b>RMA # Issued By</b> _____	<b>Date</b> _____
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