

ADVANCED COMPUTER & NETWORK CORPORATION
5001 BAUM BLVD. SUITE 680 PITTSBURGH PA 15213
PH (412) 683-9010 · FAX (412) 683-9070 · support@acnc.com

For Office Use Only
RMA#
Date:
Issued By

RMA - REQUEST FORM

Company Name	Contact Name
Address:	
City/State/Zip	
Email	Phone#
	Fax#

STANDARD RMA REQUEST

First you ship us the part, after we receive it we repair or replace it and ship it back to you

ADVANCED REPLACEMENT (credit card guarantee required)

We ship you parts right away and you return the defective part within 15 days
Note: Disk Drives will NOT be replaced under this option unless a service contract is in place

PART DESCRIPTION	QTY	UNIT SERIAL #	INVOICE #	INVOICE DATE	DESCRIPTION OF THE PROBLEM

1. Repaired/Replaced items will carry the remainder of actual warranty or 30 days, whichever is longer.
2. Please fill out this form and fax it back to 412-683-9070 or e-mail it to support@acnc.com. You will receive a return fax or e-mail from our RMA department with an RMA #.
3. Please place RMA number on the shipping label and ship the merchandise to: 5001 Baum Blvd., Suite 680, Pittsburgh, PA 15213 along with this RMA Request Form. Hard Drives must be placed in Anti-Static bags. To protect the item from shock, you will need to use a cushioning material. Foam may also be used as long as the item cannot move when box is jolted and foam is covering all sides of the drive. To ensure the item does not move inside the corrugated carton, make sure that you have secured it snugly with the same amount of cushioning on all sides due to the fact the carton could be dropped on any side during shipping. If utilizing foam, a minimum of 2" in all directions should be used. **DO NOT USE** peanuts or flowables as they will not support the item in all directions during shipping.
4. If you are returning the case or the complete unit, **the unit must be returned in its original packaging, double boxed, and secured with original foam packing.** If you no longer have the original packaging you must purchase them from us at \$45.00 per box for most models + shipping fee. Units not in original AC&NC packaging will be refused. We will not repair units or accept them if they are not packed properly as they may have been physically damaged during shipping. We recommend that all packages be sent insured.
5. For Repair/Replacement items, please **DO NOT** ship any manuals, cables, software or any other accessories unless specifically asked by our technical support representatives. We will not be responsible for returning these items.
6. If you are returning merchandise for credit, a credit will not be issued unless everything that came with the original product has been returned. Any cosmetic damage to the equipment, e.g. scratches, nicks, stripped screws, or bent handles, will result in a 15% reconditioning fee.
7. If you are requesting **ADVANCED REPLACEMENT** for the defective component you have, you will need to provide us with a credit card number as a guarantee. Please fill in below:

Card Type (circle one): Visa MasterCard American Express Card Number: _____ Exp. date: _____

Card Holder's Name _____ Billing Address: _____

Shipping address (If different from the Company name and address listed on top of this page): _____

Card Holder Signature: _____ Date: _____

By signing this document you agree to AC&NC RMA terms and conditions, with RMA procedures stated above, and you will also agree that if we do not receive the defective product within 15 days from the date of this document your card should be charged for the cost of the component that has been shipped to you.