

HIGH POWER® Electronics, Inc. RMA REQUEST FORM (rev.20)

<http://www.highpowersupply.com>

Instruction: (We provide RMA service to customers purchased directly from us and from Factory Outlet Store only.)

1. Complete this form above the dash line. (please print or type) **2.** Fax it back with your invoice(s) to (714) 282-3996. **3.** We will fax back this form to you with a RMA# assigned. *If no fax number is entered, we will send you an email advising the assigned RMA number,* **4.** Package the product in a box that protects the merchandise. **5.** Be sure to **write the assigned RMA # on the box.** **6.** Ship the units to the RMA Center whose address will be provided when a RMA number is assigned.

Customer/Co. Name: _____ Tel: _____ Fax: _____ Date: _____

Address: _____ email address: _____

<i>Model #</i>	<i>Product Description</i>	<i>serial no.</i>	<i>Invoice #</i>	<i>Inv. date</i>	<i>problem</i>	<i>Special note/request code - S, U, or A*</i>

***Special note/ request code - S** - Subassembly RMA request (For example, a defective power supply from a case that came with a power supply),
U - contact me regarding upgrading **A** - quote me for expedited service/ air shipment. Standard processing time is 14 days with Ground shipping.

RMA Conditions (Must Read)

(1) 1-year warranty is effective from the date of the original invoice, not from RMA invoice. (2) All warranties will be deemed void if returned products have any physical, electrical, or electrostatic damage. (3) Serial numbers on invoice(s) must match those on returned products. (4) Defective products must be received first before they can be replaced. (5) Returns without an approved RMA number or without freight prepaid will be refused and shipped back at customer's own cost. (6) A flat fee of \$25.00 plus freight will be assessed to Buyer for any claimed defective products where no problem is found. A labor rate of \$65.00 per hour plus parts used for repair and return freight will be charged to Buyer for out-of-warranty products or products defective from misuse, neglect, or improper environment. (7) **HIGH POWER Electronics, Inc. reserves the right to refuse any RMA service request if any of the above conditions is not met or if the customer did not purchase directly from us or through our Factory Outlet Store.**

Customer's signature x _____ Customer's name (please print) _____

----- *To be completed by HIGH POWER RMA department below* -----

RMA# Assigned: _____ (Valid for 15 days only) **SHIP TO:** _____

Replacement records : SN ___ exp. date ___ ; physical SN ___; Qty check ___ Physical inspection: _____ Replacement DATE: _____

<i>item description & HIGH POWER part #</i>	<i>new serial no.</i>	<i>exp. date</i>	<i>Comment</i>	<i>Received by customer: (or UPS #)</i>