



# Latin America Export Division

## RMA Claim Worksheet

E-Mail la.customerservice@ingrammicro.com

Phone 1-305-593-5900 Option: 5

Fax 1-305-716-3928

Company Name: \_\_\_\_\_

Customer Acct #: \_\_\_\_\_

Customer Phone #: \_\_\_\_\_

Customer Fax #: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Reason for Request: RMA  Claim  Request for Assistance

Notes: \_\_\_\_\_

\_\_\_\_\_

Invoice #	SKU#	Qty	Product Description	Serial Number	Problem Description

- Notes:**
- (A) RMA # must be on all boxes returned to our facility.
  - (B) Customer Service will reply to claim within 24 to 48 hours.
  - (C) RMAs are only good for 30 days from date of issue.
  - (D) Do not write on Manufacturers original boxes.
  - (E) RMAs must be received within 30 days of issue.
  - (F) All returns are subject to serial number verification.
  - (G) All defective or Doa rma's are subject to manufacturer's warranty, requirements and restrictions.