

Ingram Micro (New Zealand) - Defective RMA Request Form

DATE:

15-Jul-02

Attention: RMA Department
 Toll Free: 0508-INGRAM (464-726)
 In Auckland: 574-2500
 Fax: (09) 574-2516
 Email: rma@ingrammicro.co.nz (attach this form)

Return Product to: Ingram Micro Returns Center
 15A Vestey Drive
 Mt Wellington
 Auckland

RMA#

Customer Number: _____

Phone #: _____

Customer Name: _____

Fax #: _____

Contact Name: _____

Email: _____

Company Address: _____

Ship to Address: (if different from Company address)

Office Use Only
Warranty Expiry Dates
 Vendor:
 Ingram Micro:

Ingram Micro SKU #	Serial # (Hardware)	QTY	Product Description	Reason For Return/ Description of Defect (Dead or Faulty not acceptable)	Invoice#

Please note:

- **Please fill out the entire form. Invoice number, Serial number and detailed description of fault is mandatory, or request will not be processed.**
- Return will not be processed unless RMA number is shown clearly on outside of packaging of returned product.
- Non faulty goods will only be accepted if in original condition. i.e. product should be packaged in another box to avoid labels/writing/courier stickers on the original packaging.
- Non re-saleable goods will not be accepted credit.
- Request to return non faulty goods will only be accepted within 10 days of invoice date.
- Where applicable Ingram Micro reserves the right to charge a restocking fee. If this applies you will be notified when the RA number is issued.
- If warranty goods are tested as 'non faulty' they will be returned to you at your cost.
- **Requests for warranty on hard drives MUST be accompanied by a diagnostic report. These can be found at www.quantum.com/support (DPS report) or www.seagate.com/support (SeaTools). In addition confirm validity of warranty claim on Seagate and Quantum/Maxtor websites (serial number of drive required on web site). Copy of printout from website to accompany drive. Warranty claim will not be processed without this information.**
- **The websites are: http://www.seagate.com/support/service/warranty_validation.html and <http://www.maxtor.com>** Credit will be issued at the lower of purchase or current price.
- RMA valid for 5 days from date of issue, unless otherwise indicated by Ingram Micro Customer Service .
- Products eligible for Forward Replacement will be invoiced to you and on return of the product within 5 working days a credit will be raised.
- Return address supplied must be correct. If wrong address is supplied, Ingram Micro assumes no responsibility.
- A new RA form should be started for each Brand.
- **For Quantum and Maxtor drives, Serial number and TLA number (on hard drive) is also mandatory. For example TLA No. (6.4AT CX64 A013 REV02-B.A3F)**
- All hard drives will not be accepted unless returned in a anti-static bag.

FOR HARD DRIVES ONLY PLEASE TICK	REPLACE <input type="checkbox"/>	CREDIT ** <input type="checkbox"/>
	** Credit subject to DOA period Replacement subject to availability of stock or or until a replacement is received from vendor	