KOI Computers

RETURN MERCHANDISE AUTHORIZATION FORM

Instructions: Complete this form and return with a copy of the original invoice(s) by fax to (630) 627-8877. This form, with an RMA [Return Merchandise Authorization] number, will be returned by fax within 4 hours.

RMA#: _____

Customer Name: _____
Customer Account #: _____

Address: _____
_____

City: _____, State: _____ Zip: _____

Form Completed By: _____ Date: _____
Fax #: _____ Phone: _____

Part #	Description	Qty	Serial #	Invoice #	Date	Problem Description

**Note(s)/Special Instructions (ie: change of shipping address):

- CLEARLY LABEL THE OUTSIDE OF THE BOX WITH THE RMA #('S). PACKAGES RECEIVED WITHOUT RMA #('S) MARKED CLEARLY ON THE BOX WILL BE REFUSED.
- RMA #('S) VALID FOR 30 DAYS ONLY. AFTER 30 DAYS, CUSTOMER MUST REQUEST A NEW RMA #. PACKAGES RECEIVED THAT WITH INVALID RMA #('S) WILL BE REFUSED.
- **RMA'S FOR CPU, MEMORY, CREDIT AND CROSS-SHIPMENTS MUST BE RETURNED WITHIN 10 BUSINESS DAYS. AFTER 10 BUSINESS DAYS, RMA # IS NOT VALID.**
- DAMAGED OR LOST PRODUCTS ARE THE SOLE RESPONSIBILITY OF THE CUSTOMER. INSUFFICIENT PACKAGING MAY RESULT IN LOSS OF WARRANTY.
- PRODUCT(S) RETURNED FOR CREDIT ARE SUBJECT TO A MINIMUM OF 15% RESTOCKING FEE. NO CREDITS OR CROSS SHIPMENTS WILL BE ISSUED, AFTER 30 DAYS OF PURCHASE.
- ALL WARRANTIES WILL BE VOID, IF INSPECTION FINDS THAT THE PRODUCT HAS BEEN ALTERED OR PHYSICALLY DAMAGED IN ANY WAY.
- OTHER QUESTIONS CONCERNING RMA POLICIES (PACKAGING, SHIPPING, ETC.), PLEASE CALL (630) 627-8811 BETWEEN THE BUSINESS HOURS OF 9:30AM & 5:30PM (CST), MONDAY THROUGH FRIDAY.

RETURN PRODUCTS TO: **KOI COMPUTERS, ATTN: RMA, 200 W. North Avenue, Lombard, IL 60148**