



Return Merchandise Authorization

Name: _____

Company Name: _____

Phone: _____

Email: _____

Invoice: _____ Date: _____ Quantity Ret/Exch: _____

Part Return or Exchange:

Part No. _____ Serial No. _____

Part No. _____ Serial No. _____

Part No. _____ Serial No. _____

Replacement needed? _____ Yes _____ No

Reason for Request:

_____ Wrong part received

_____ I ordered wrong part

_____ Non-Defective

_____ Defective

Brief: _____

Explanation: _____

Terms and Agreement

All returns are subject to approval by our RMA Department

By submitting this form, you have agreed to all policies.

Status of request will follow via email within 1-3 business days. If you do not receive a reply within this time frame, you must contact the Customer Service Department.

RMA request for non-defective return must be submitted within 7 days of receipt of product. a 25% (whichever is greater) restock fee applies to all non-defective return.

RMA request for defective returns must be submitted within 30 days of receipt of product.

Once an RMA is authorized, the return product must be received at CMI facility within 10 business days of issuance date otherwise the authorization is null and voided.

Customer is responsible for shipping cost associated with inbound freight to CMI.

A replacement item for an exchange will be shipped once the item being returned is received at our facility

Signature: _____ Date: _____

PLEASE SHIP THE COMPLETED FORM WITH THE ITEM

Return instructions will be provided with issuance of RMA approval

Phone: 408-564-7388 Email: sales@mccccomputers.com