



E-PRO ITX Systems Inc.
 ATTN: RMA Department [RMA #]
 4053 Clipper Court.
 Fremont, CA 94538
 Tel: (510)770-9419
 Fax: (510)770-9644

E-PRO ITX RMA Request Form

Please complete and fill out all the information required in this form and send to above address
 Send the defective items to RMA department with this form attach after RMA number is issued
 DO NOT include cables and accessories for the defective product (except Credit return)
 Also include description of the problem with the RMA product

RMA Request Date : _____

RMA#:

Invoice Number : _____

Company : _____

Contact name : _____

Returning Address : _____

Tel : _____ Fax : _____

Email : _____

For RMA Internal Use:

Received:

Verified by:

Note:

Qty	Model	Serial Number	Description/Reason

Additional Description:

Pack all products properly as we will not be responsible if it is physically damaged prior or during shipping
 No returning product will be accepted without a RMA number
 RMA Number is valid for 10 business days
 No returning for credit after 15 days from invoice date or missing accessories
 15% restocking fee applies for store credit on non-defective product within 15 days from invoice date