



# ORBIT MICRO

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## RMA REQUEST FORM

Company: \_\_\_\_\_ Contact Person: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ RMA# \_\_\_\_\_

Description	QTY - Log#	Item/Serial Number	Invoice#	Reason

### RMA POLICY

1. Warranty begins on the date of the original sales invoice and warranty is void if mishandling, improper use, or defacing of the products, has occurred.
2. Please place the pre-approved RMA number on the labels of the freight service.
3. Cross-shipping requires a hard copy of the order with payment Information. Once, we received the returned item, credit will be issued.
4. We will **not** accept returned items without an RMA number.
5. **RMA numbers are valid up to 2 weeks. Software, CPU, Obsolete & custom system** are not returnable.
6. Please fax a copy of the invoice along with the RMA form.
7. Credit will not be issued if all merchandise is not complete, damage and not in original packaging. It has to be in resalable condition.
8. There is **15%** restocking fee on all non-defective return items within 30 days.
9. Buyer is responsible for paying freight cost both ways.
10. No return or refund will be accepted after 30 days.

Authorize Signature:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_