



Marine PC
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Mesa, Arizona 85207 USA

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Fax: 480-654-0243
E-mail: support@marinepc.com

FOR OFFICE USE ONLY:
RMA #:

www.marinepc.com

Return Materials Authorization (RMA) Request Form

- ✓ Complete the following information as thoroughly as possible to expedite the repair.
- ✓ An RMA number will be e-mailed or faxed to the customer after receipt and review of this completed form.
- ✓ For proper disposition, ensure the RMA number is clearly written on the outside of the return shipment box .
- ✓ Return product to the address at the top of this form.
- ✓ Allow 4-6 weeks for product repair and/or return.
- ✓ Expedite Repair may be available for an additional charge.
- ✓ Customer is responsible for return freight to Digital Systems Engineering.
- ✓ Domestic warranty repairs will be returned, shipped ground, without freight charges.
- ✓ Prepaid shipping by MarinePC incurs a 20% handling charge; billing to customer's shipping account avoids the handling charge.

Customer Contact Information

Company: _____ **Name:** _____ **Date:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone: _____ **Fax:** _____

E-mail: _____

Product Information

Product Model: _____ **Product Serial Number:** _____

Description of Problem (please be specific):

Return Shipment Information

Company: _____ **Name:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____ **Phone:** _____

Warranty status is subject to and will be verified upon receipt. Marine PC standard non-warranty procedure is to notify the customer with a written repair estimate prior to any repair. Accepted forms of payment : credit card, COD or pre-payment only. Non- warranty repairs are covered for 30 days from invoice on repaired item only. Warranty repair 'No Trouble Found' units subject to bench test and return freight charges. International shipments are NOT covered under the warranty .

Alternatively, you can print and send the completed form to support@marinepc.com, or print and fax the completed form to 480-654-0243.