



Netis Systems USA Corporation

RMA
Ship
to:

727 Brea Canyon Rd., Ste 13, Walnut, CA 91789

Email: rma@netis-systems.com

Phone: (626) 586 9338

RMA No:

Issue Date:

netis RMA Dept use ONLY!

RMA Steps 1-2-3: 1. Fill out RMA request form COMPLETELY; 2. Prepare copy of the sales invoice(s) for defective good(s); 3. Email to netis RMA Dept. (rma@netis-systems.com)

This RMA form is for USA and Canada customers ONLY. Customers from other region please contact to your local distributor / representative for RMA process.

Name:

Address:

(No. and Street)

City

State

Zip Code

Telephone:

Fax:

Email:

(To protect customers' privacy, the above provided personal information will be used in RMA purpose ONLY.)

netis Model# (Mandatory)	Invoice# (Mandatory)	Date (Mandatory)	Problem Description	QTY		RMA Req. for	Complete Pkg.	Incomplete Pkg. missing the following parts.
					V-V-V-V-V netis systems RMA DEPT. USE ONLY. V-V-V-V-V	Credit Replace		
						Credit Replace		
						Credit Replace		
						Credit Replace		
						Credit Replace		
						Credit Replace		

Total number of RMA item(s) request:

Total number of item(s) received:

Everyone must follow and meet the following procedure(s) / requirement(s) for proper RMA process. netis will not be responsible for any delay due to incomplete/misprint information.

- Customer must fill out the form completely and must provide a copy of invoice from the store purchased to validate product warranty at the time of RMA request.
Any request(s) without required information will be ignored. Please follow "RMA Steps 1-2-3" above.
- RMA is valid 15 days from the issue date and cannot be duplicate. All product(s) list on the RMA Request Form must receive by netis systems within 15 days.
A new RMA need to be obtained by after the validation time.
- All return product(s) must securely pack in box with stuffing materials. All RMA must be shipped in freight/insurance prepaid. Customer assumes risks of loss/damage in transit.
- netis uses 1-to-1 ratio for RMA return for replacement(s). If customer wants to have a complete package replaced, you must return product(s) in FULL set.
- All return product(s) for credit/exchange must be in its original color-box including registration card and all accessories (cables, manuals, driver diskette/CD, power adapter/cord... etc.)
(For more information on complete package content, please visit www.netis-systems.com)
- RMA request(s) for credit and/or exchange can be refused at netis systems' discretion.
- Customer will be notified for any out-of-warranty product(s), physical damaged product(s), and non-netis product(s) that received. We will not responsible for freight/insurance charges for returning of the product(s). If no instructions from customer within one week, netis held no responsible for the product(s) thereafter.
- All return product(s) must **like-new, no physical damages** (including surface scratches and stickers/labels), and **in resellable condition**. All return product(s) will be inspected.
- The RMA # must clearly mark on the shipping label for all return package(s). **DO NOT PUT RMA # ON PRODUCT DIRECTLY**. Any package(s) without RMA # marked outside will be refused.
- RMA will be issued via Phone, Fax, or e-mail whichever is available within 24 hours of request. Turn-around time for RMA replacement(s) is 15 working days from the day the package(s) received by netis.
- netis accepts RMA from end-users for replacement ONLY. Credit refund and/or exchange are handled by retail store(s).
- All netis products carry one year limited manufacture warranty in US and Canada from authorized resellers.