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RMA REQUEST FORM

COMPANY: _____ CONTACT: _____
INVOICE DATE: _____ INVOICE #: _____
TEL NO.: _____ FAX NO.: _____

DESCRIPTION	QTY.	SERIAL NUMBER	INVOIC#	PROBLEM DESCRIPTION

RMA #: _____

DEAD-ON-ARRIVAL-POLICY

ALL SALES ARE FINAL. Products found to be DOA within three working days of delivery will be eligible for exchange with a new product of credit with the current market value. DOA policy does not apply to Memory and CPU products. Memory and CPU products are subject to replace only.

RETURN:

Any product that needs to be returned to *ASCENT TECHNOLOGIES, INC.* for any reason must first obtain an RMA (Return Merchandise Authorization) number. RMA numbers are valid for ten days only. Any product returned missing an RMA number on the outside of the package will be refused. It is necessary that you return products promptly. Any returned merchandise that is not defective or not belonging to *ASCENT TECHNOLOGIES, INC.* will be returned COD for the freight.

RMA NUMBER:

To obtain an RMA number, please fax to us included a copy of the invoice and a copy of the RMA request form. Within 48 hours, we will fax the request form back with a RMA# for your returns.

SHIPPING INSTRUCTIONS:

- Use original manufacturer's packaging.
- All returns must be complete with all manuals, cables, warranty cards, static bags, just as you received it. If the product is not returned in its entirety, a fee will be charged for missing items.
- All returns must have an RMA number clearly referenced on shipping label.
- Customers are responsible for freight when returning product.
- No COD will be accepted by *ASCENT TECHNOLOGIES, INC.*