



Web Site : [www.BTEcomputer.com](http://www.BTEcomputer.com)  
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## RMA Request Form

<b>Customer Name:</b>					<b>Customer Code:</b>			
<b>Address:</b>				<b>City:</b>			<b>Prov.:</b>	<b>Postal Code:</b>
<b>Contact Person:</b>			<b>Phone:</b>			<b>Fax:</b>		
						<b>Date:</b>		

ITEM CODE	QTY	SERIAL NO.	INVOICE NO.	INVOICE DATE	PROBLEM	RMA NUMBER***

\*\*\*RMA number will be the invoice number you received with your products.

<b>Remark:</b>	
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**Customer Signature:** \_\_\_\_\_

**RMA Department:** \_\_\_\_\_

**Instructions:**

1. Please fill out the form, **sign and mail** it back along with your item. By signing this form, you agreed to the instructions and warranty policies listed below.
2. Label the problem on each defective unit and stick the label directly on the unit.
3. Mark the RMA number clearly on each shipping box and ship the units prepaid to us. Any freight collects shipment and/or without RMA number will **NOT be accepted**.
4. **Shipment from US** must clearly specify "Warranty Return" on the package. BTEcomputer do not accept any package requires payment for custome charges.
5. Please insurance your package. BTEcomputer will not be responsible for any damaged or lost shipment.
6. Service charge of \$10 per item if the RMA item proves not to be defective, and we will return item freight collect.
7. **Return for credit** must be requested within 5 days from the item delivered to the customer. Shipping and handling is NON-refundable.  
The item must be in the original condition and 25% restocking charges will apply on approval returns. NO EXCEPTION.
8. Please **DO NOT** include any accessories, manual and etc with RMA warranty return except D.O.A. units or return for credit