



Xtore Extreme Storage™

### RMA REQUEST FORM

RMA #: \_\_\_\_\_ DATE: \_\_\_\_\_  
 COMPANY: \_\_\_\_\_ CONTACT: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ E-MAIL: \_\_\_\_\_  
 \_\_\_\_\_ TEL #: \_\_\_\_\_  
 \_\_\_\_\_ FAX #: \_\_\_\_\_  
 \_\_\_\_\_

INVOICE Number	Model Name	QTY	Parts Description	S/N	REASONS FOR RETURNING

**APPROVED BY (XTORE USE ONLY):** \_\_\_\_\_ **Date:** \_\_\_\_\_

FOR:  REPAIR (REPLACEMENT SHALL BE DONE AT OUR DISCRETION)  
 OTHER, Explain Reason:

<p align="center"><b>RMA RETURN INSTRUCTIONS</b></p> <ol style="list-style-type: none"> <li>Please fax a copy of the original invoice together with this request form when requesting a RMA number.</li> <li>RMA number shall be issued within 48 hours upon receipt of completed request form.</li> <li>Please <b>mark the RMA #</b> on every SHIPPING LABEL. All returned merchandise must have this number. Otherwise, return will be refused and/or shipped back at your cost.</li> <li>Ship prepaid and the return must be in original XTORE packaging attached with a copy of this RMA form. All returns will be refused for any damage related to insecure packaging.</li> <li>Claims for incomplete accessories must be made within 10 days from receipt of the returned merchandise.</li> <li>Any problems please fax to XTORE RMA ASIA at +886-3-313-7248. or e-mail <a href="mailto:sales@xtore.com.tw">sales@xtore.com.tw</a></li> </ol>	<p><b>FOREIGN AND CANADIAN RETURNS:</b>          No UPS Ground shipment shall be accepted. No exceptions.</p> <p><b>CREDIT/REFUND POLICY</b>          Credit is allowed only for returns <b>in good and resalable condition</b> and is made within 30 days from the invoiced date. After 30 days, a minimum of <b>5% restocking fee</b> shall be applied. <b>NO CREDIT/ REFUND ARE ALLOWED AFTER 45 DAYS.</b></p> <p>A 5% restocking fee shall also be applied to returns for credit made without original packaging and complete accessories.</p>
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