

Private Label PC, Inc.

748 South Epperson Drive, City of Industry, CA 91748 Tel: (626) 965-8686 Ext. 206 & 209 Fax: (626) 810-5465

Return Merchandise Authorization Form

Company Name:					RMA No.		
Address:				City:	State:	Zip:	
Tel: ()	-	Ext	Fax: ()	-	Contact Name:	Request Date:	/ /

Note: All Information Must be Complete and Please Allow Minimum 24 Hours to Process Your Request

Qty	Item Code	Model Description	Inv No.	Inv Date	Serial Number	Problem
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Purchaser must obtain a RMA number before returning any product. To request a RMA number, purchaser must furnish the date and number of the invoice, description of all items returned, model and serial number and the reason for requesting a RMA number. All products returned must have the RMA number prominently displayed on the shipping label and outside of the packaging, include all original packing materials, if applicable, and shipped freight pre-paid.

- 1 All standard warranty returns must receive by PLPC within 14 days after issuance of RMA number.
- 2 In the event of shipping error or damaged shipment, purchaser must be reported to PLPC within 2 days of receipt of products.
- 3 All DOA returns must receive by PLPC within 7 days after issuance of RMA number. DOA period is 10 working days from the original invoice.
- 4 All DOA and credit returns must include all accessories, 20% restocking fee will be deduct from credit if any accessories are missing.
- 5 All physical damaged products will void its limited warranty and no RMA or warranty service will be provided by PLPC.
- 6 All physical damaged products will return to purchaser at purchaser expense.
- 7 All special order products are non-cancelable and no return for credit; only repair or replacement warranty for special order product.
- 8 All refurbish products do not qualify for PLPC standard limited warranty, please check with your account manager or our customer service for warranty detail.
- 9 All products must return with its original bag or anti-static bag with sufficient packing material. Any damages cause by improper packaging will be treated as physical damaged product, which will void its limited warranty and no RMA or warranty service will be provided by PLPC.
- 10 PLPC will only issue credit on current market price, no refund on credit and all credits are valid for 90 days from the day of issuance.
- 11 Any sticker, notes, label, marking on product will be consider as physical damaged product, which will void its limited warranty and no RMA or warranty service will be provided by PLPC.
- 12 All RMA will be close 90 days after issuance of RMA number. No RMA status will be available 90 days afterward.
- 13 All software sales are final and no refund, exchange, or credit will be given.