

# RETURN MATERIAL AUTHORIZATION FORM

**SEE DISCLAIMER BELOW!**

**FIRST PRINT OUT THIS FORM. FILL OUT AND SIGN COMPLETELY. RETURN TO FAX # 866.516.8162 or  
E-MAIL IT TO RMA@MWCOMPUTERDESIGN.COM**

**INFORMATION IN THIS BOX WILL BE SUPPLIED BY MW Computer Design & Service**

RMA#: \_\_\_\_\_ Date RMA# issued: \_\_\_\_\_ RMA# Issued by: \_\_\_\_\_

**Please enter information exactly as it appears on your invoice.**

Customer Name: \_\_\_\_\_ Customer Number: \_\_\_\_\_

Invoice #: \_\_\_\_\_ Person to Contact: \_\_\_\_\_

Daytime Telephone # \_\_\_\_\_ Evening Telephone #: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**THESE BOXES BELOW MUST BE FILLED OUT COMPLETELY**

<b>ITEM NUMBER AND DESCRIPTION:</b>	<b>QTY RETURNED:</b>	<b>SERIAL NUMBER (s):</b> (example: 71184AW-98)
_____	_____	_____
_____	_____	_____
_____	_____	_____

<b><u>REASON FOR RETURN:</u></b> (example: Mouse was cracked)	<b><u>ACTION WANTED:</u></b> (example: Exchange or Return)
_____	_____
_____	_____
_____	_____

**RMA WILL NOT BE PROCESSED WITHOUT COMPLETION OF ABOVE BOXES**

**Reason For Return:** (Select a Number)

1. Shipment received physical damaged in shipping.
2. Failure to be grounded when handling product. (If this is done by customer, we can not exchange item/product)
3. Wrong merchandise received.
4. Wrong merchandise ordered. (18% restocking fee will be applied to refund of product)
5. Exchange. (For equal to or less the cost of exchanged item)
6. Defective part. (Please explain below, use additional paper if necessary. State problems encountered, exact environment problem occurred in, and all steps taken to try to resolve this problem. Include any support test results, documentation, etc.)
7. Other. (Please explain below, use additional paper if necessary.)

**Action Wanted:** (Select a letter)

- A. Replace with correct merchandise.  
B. In House Credit or Exchange merchandise for: \_\_\_\_\_

\_\_\_\_\_ Even Exchange    \_\_\_\_\_ Certified funds for price difference enclosed.

\_\_\_\_\_ Cashiers Check    \_\_\_\_\_ Money Order (Made out to MW Computer Design & Service)

\_\_\_\_\_ We also accept Credit Cards with Google Checkout (Call or E-mail for more info)

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- C. In House Credit - less applicable restocking, testing, and shipping fees.  
D. Other (Please explain below, use additional paper if necessary).

By my signature below, I have read all of MW Computer Design & Service Co.' terms and conditions regarding this sale and return, and agree to be bound by the action taken at MW Computer Design & Service Co.' sole discretion. In the event I have provided a credit card number above for MW Computer Design & Service Co.' to charge, my signature below also authorizes any restocking or service fees.

Customer Signature: \_\_\_\_\_

**DISCLAIMER:**

Any merchandise tested "No Problem Found" will be subject to a 18% service fee & all shipping fees, and will be returned to the customer COD or charged to customer's credit card. **A 18% restocking fee will be applicable on all returned merchandise.** We strongly recommend you consult with a local technician or call for consultation before returning any product. Please allow 5 to 7 business days for process of any return after our receipt of your product. All sales are final with exchanges given only for exact product. If the exact product is not available we will substitute it for a similar product. Please reference your invoice for warranty information on your merchandise.

**\*Forms NOT completely and properly filled out will not be accepted.**  
**Please be detailed in your descriptions and explanations.**

**MW Computer Design & Service Co.**

P.O. Box 961, Lewiston, MI. 49756

Phone: 989.786.4605

Fax: 866.516.8162 (Call before sending)

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