



Expert Computers

Retail & Repairs:

4969 Wattsburg Rd
Erie, PA 16504

Wholesale Warehouse

4969 Wattsburg Rd
Erie, PA 16504
(814) 825-7700 Fax (814) 824-5047

RMA REQUEST

RMA #

NAME

ADDRESS

CITY STATE ZIP

PHONE () -

RMA DEPT HOURS: MON-FRI 10AM-5PM, CLOSED SUN/HOLIDAYS

This form must be completely filled out in order for the RMA to be processed!

INV #	INV DATE	ITEM NAME	LOT #	SERIAL #	DESCRIPTION OF PROBLEM

- Credit
- Replacement

First call Tech Support at 814-825-5186
Maybe we can help you avoid the RMA process altogether!

Special Directions

RMA POLICIES:

An RMA # is required for all returns.
 Fax form to 814-824-5047. Credits issued at current value only.
 You will be issued an RMA # within 48 hours.
 Each RMA is valid for 8 items. RMA # is valid for 7 days.
 Write RMA # on address label of return shipment.
 Do NOT send cables and manuals, they will not be returned.
 Damage to product voids all warranties
 Removal of LOT NUMBER tags voids all warranties.
 Replacements only given if your account is \$0 past due
 Special orders are not accepted for credit..

SPECIAL WALK-IN POLICIES:

Absolutely no walk-in, on-the-spot RMA processing.
 Customers must obtain RMA prior to dropping off product.
 A completed RMA form and copies of invoices must be
 faxed in or included with the drop-off.
 48 hour turn-around for in-warranty, in-stock items.



*Non-defective returns are subject to a 15% restocking fee.
 Items without RMA # and items with invalid
 or expired RMA # will be refused.*

OEM CPU's have a limited, 21-day warranty. Opened software can not be returned.
 Manufacturer's warranty only apply for major items or name-brand product purchased over 45 days ago.
 Unopened software must be returned within 24 hours or receipt of product for credit to be issued.
 All claims for damages or shipment errors must be made within 24 hours after receipt of shipment
 Returns for credit must be returned within 5 working days of purchase, and in new factory-sealed condition.

RMA DEPT USE ONLY:

REC'D RETURN: UPS / DELIVERY / PICKUP / OTHER RTS
 CREDIT MEMO INVOICE/ORDER# RTV
 NOTES FEE