ADVANCED COMPUTER & NETWORK CORPORATION

5001 BAUM BLVD, SUITE 680 PITTSBURGH, PA 15213
PH (412) 683-9010 * FAX (412) 683-9070

RMA - REQUEST FORM

Company Name	Contact Name	Email	Phone#	Fax#
Address:				
City/State/Zip				

For Office Use Only
RMA#
Date:
Issued By

PART DESCRIPTION	QTY	UNIT SERIAL #	INVOICE #	INVOICE DATE	DETAILED DESCRIPTION OF THE PROBLEM

1. What Type of RMA are you requesting (check one): ❑ **STANDARD** (first you ship us the part, after we receive it we repair or replace it and ship it back to you) or; ❑ **ADVANCED** (we ship you parts right away and you ship us the defective part within 15 days).
2. Please fill out this form and fax it back to 412-683-9070 or e-mail it to support@acnc.com. You will receive a return fax or e-mail from our RMA department with an RMA #.
3. Please place RMA number on the shipping label and ship the merchandise to: 5001 Baum Blvd., Suite 680, Pittsburgh, PA 15213 along with this RMA Request Form. Hard Drives must be placed in Anti-Static bags. To protect the merchandise from shock, you will need to use a cushioning material. Foam is the best cushioning material and should be used on all sides of the drive or unit inside a corrugated carton. When shipping more than one item inside a single carton, ensure that the drives do not touch and they are both cushioned individually. If utilizing foam, a minimum of 2" in all directions should be used. Do not use peanuts or bubblewrap as they will not support the merchandise in all directions.
4. If you are returning the case or the complete unit, **the unit must be returned in its original packaging, double boxed, and secured with original foam**. If you no longer have the original packaging you must purchase them from us at $45.00 per box for most models + shipping fee. Units not in original AC&NC packaging will be refused. We will not repair units or accept them if they are not packed properly as they may have been physically damaged during shipping.
5. For Repair/Replacement items, please DO NOT ship any manuals, cables, software or any other accessories. We will not be responsible for returning these items. However, if you are returning merchandise for credit, a credit will not be issued unless everything that came with the original product has been returned.
6. If you are requesting **ADVANCE SHIPMENT** for the defective component you have, we will need to provide us with a credit card number. Please fill in below:

Card Type (circle one): ⊙ Visa ○ MasterCard ○ American Express Card Number:_____ Exp. date:_____

Card Holder'sName_____BillingAddress:_____

Shipping address (If different from the Company name and address listed on top of this page):_____

Card Holder Signature: _____ Date: _____

By signing this document you agree to AC&NC RMA terms and conditions, with RMA procedures stated above, and you will also agree that if we do not receive the defective product within 15 days from the date of this document your card should be charged for the cost of the component we advance shipped to you.