

RETURN MERCHANDISE AUTHORIZATION (RMA)

Date: _____

Company Name: _____

Your Name: _____
(Please, Print your Name)

Tel: _____ Fax: _____



MERCHANDISE DESCRIPTION

Quantity	Item No.	Invoice Number	Invoice Date	Problem Descriptions

*** UPON COMPLETION OF THIS FORM, PLEASE FAX BACK TO (909) 598-3465 TO OBTAIN RMA NO.**

RMA POLICY: In order to take advantage of MyPcCase.com's RMA policy, the following points must be observed:

- 1) No refunds or credits will be given if the returned merchandise is received more than 30 days from the date of original shipment to the purchaser.
- 2) All items for refund or credit must be in **RESALEABLE** condition and is subject to a **25% RESTOCKING FEE.**
- 3) On all chassis defects, which includes any scratches and dents, MyPcCase.com will accept returns **ONLY IF:**
 - a. The parts kit is unopened,
 - b. The case is in the original packaging, and
 - c. The case does not indicate any signs of assembly.
- 4) For assembly defects, including non-installation of drives, power supplies, mother boards, and interface cards, MyPcCase.com will accept the returns **ONLY IF** the parts kit is complete and no bodily damage on the case is found. Also, the case must be in MyPcCase.com's original packaging.
- 5) An RMA number is obtained from MyPcCase.com's sales department upon providing the original invoice number, shipping date, description of all items being returned, and reasons for the return.
- 6) Return the product with **freight prepaid** and with a copy of your original invoice. Merchandise returns by freight collect or C.O.D. will be refused. Write the RMA number clearly on the outside of the box and on the mailing label.

LIMITED WARRANTY:

This limited warranty is extended only to the purchaser whose name is shown on the original invoice. Should the merchandise prove to be defective by reason of improper workmanship or material under normal use and service conditions within twelve (12) months from MyPcCase.com's invoice date, MyPcCase.com will repair or replace the product. This limited warranty does not cover products which are damaged by accident, improper installation, misuse, lightening, fire, water, or other acts of nature; or if the product is altered or repaired by anyone other than MyPcCase.com or an authorized MyPcCase.com representative.