



NetCom Direct, Inc.

13885-B Alton Parkway

Irvine, Ca., 92618

www.netcomdirect.com

www.netcomusadirect.com

RMA NUMBER REQUEST FORM

RMA #: _____

ISSUE DATE: _____

DUE DATE: _____

All RMA numbers are valid for 10 days only, if product is not received by NetCom Direct within the 10 days of issuance, the RMA number will be void and a new RMA number must be requested.

COMPANY NAME:	
CONTACT NAME:	
TELEPHONE NUMBER:	
FAX NUMBER:	
EMAIL ADDRESS:	

PRODUCTS TO BE RETURNED:

PRODUCT DESCRIPTION:	
PART/MODEL NUMBER:	
ORDER/INVOICE # (REQUIRED) :	
PRODUCT SERIAL NUMBER (REQUIRED) :	
REASON FOR RETURN:	
Please choose one (REQUIRED) : REPAIR <input type="checkbox"/> REPLACE <input type="checkbox"/> REFUND <input type="checkbox"/>	
NOTE:	
1) <i>Any alteration to the product (i.e., removal damage, or tampering of labels or seal, defacement of the product or abuse) will void the warranty automatically – the product then will be returned to you, non-repaired, and at your sole expense.</i>	
2) <i>A 20% re-stocking fee will be applicable to all returned, refused or cancelled merchandise that had no prior notification.</i>	
3) <i>3) RMA's for Software(s) and/or Data Media(s) will not be given for any reason, Software(s) as well as Data Medias) are not returnable and not refundable under any circumstances.</i>	

When the product is received it will be tested and after that, the RMA Department may/will contact you about the status. Received RMA's will take from 72hrs up to 120hrs to be processed once received. Shipping and Handling is not refundable unless otherwise specified. For further information, to inquire about a received RMA number, or to check status, please contact us during our business hours Monday to Friday from 9:00am to 5:00pm at (949) 553-0110 or via email at mac@netcomusa.com.



NETCOM DIRECT

RMA POLICY

1. All RMA numbers are valid for 10 days only. If product is not received by NetCom Direct within 10 days of issuance, RMA number will be void, and a new RMA number must be requested.
2. All returned product will be verified upon receipt at NetCom Direct. There will be a \$5/unit handling charge for any product returned that was not purchased from NetCom Direct. These will be shipped back to customer at customer's expense.
3. All products must be shipped in appropriate packaging so as to ensure safety of product. If the products are not packed properly and are damaged during shipping, the warranty may be voided and the product will be returned un-repaired at customer's expense.
4. All products that have physical damage will be returned un-repaired at customer's expense.
5. Damage or loss of products during shipping to NetCom Direct is the sole responsibility of customer.
6. NetCom Direct does not-Cross-Ship-under any circumstances.
7. All RMA's for defective products are for repair or replacement only, and RMA's may take 4-6 weeks for replacement.
8. Product must be in original condition and must be accompanied by all original packaging including manuals and/or software as may apply.
9. A traceable shipping method should be used when shipping your product to NetCom Direct. NetCom Direct will not assume responsibility for lost or damaged merchandise inbound to us.
10. RMA's for software or Data Media will not be given for any reason, and are not refundable
11. NetCom Direct has a 10 day return policy, customers may return products within 10 days from the date the product is shipped out and request a refund on the product (shipping charges are not refundable). All products must meet the return requirements listed above; failure to do so may void all return and warranty privileges. Returns after 10 days are subject to a 20% restocking fee. **NO REFUNDS ON ANY ITEM AFTER 30 DAYS FROM THE DAY OF PURCHASE**
12. Any merchandise tested and/or "No Problem Found" will be subject to a 20% service fee and all shipping fees, Or product(s) will be returned back to the customer via COD unless otherwise specified
13. A 20% Re-stocking fee may apply, if product(s) are returned within and/or after 10 days of the date that product(s) were received. Returned merchandise and cancellation orders must be reported To RMA Dep. with in 48 hrs.

We at NetCom Direct thank you for your cooperation in helping our RMA Department serve you better. If you have any questions pertaining to RMA issues, Please feel free to contact our RMA department at (949) 553-0110. For End-Users, please click below to request an RMA # for your product: rma@netcomusadirect.com.