

RMA Request Form

Please fill out the following form for your technical support/RMA requests for any product that you wish to return. Please complete all information and describe reason for return. A support representative will review your information and then either e-mail or call you with a solution. If the support representative determines that the product needs to be replaced they will e-mail you with instructions for returning the product.

I-TECH COMPANY LLC
www.i-techcompany.com
Email: info@i-techcompany.com
Toll Free Tel: 1-888-itech-18
Tel: 1-888-483-2418
Fax number: 1-510-372-2736

Please fill out form completely and fax it back with original invoice to 1-510-372-2736

Customer Information	Date: / /		
Name:			
Company:			
Address			
City:			
State:			
Phone:			
Fax:			
E-Mail:			
Product Information:	Item 1	Item 2	
Part #			
Invoice date /Invoice #	/ /200 #	/ /200 #	
Qty			
Serial #			
Describe Problem:			

RMA POLICY & INSTRUCTION:

- Request form must within 30 days of invoice of shipped
- All Returns subject to a 20% restocking fee.
- Fill out RMA request form completely and fax it back with original invoice to 1-510-372-2736
- I-TECH Co. will verify the RMA request and e-mail you with the assigned RMA number or reason for denial.
- An RMA Request Form with complete and correct information will be processed within 24 hours.
- All products must be returned promptly. The RMA number for any return automatically expires in 10 days
- Parts must be returned in original packaging, complete, and in re-usable condition.
- If I-TECH Co. does not have the item in stock, I-TECH Co. reserves the right to hold the defective parts up to 30 days for repair.
- Mark the RMA number clearly on the outside of each returned box and enclose a copy of this request form and copy of original invoice
- All returned merchandise MUST be insured & shipped prepaid. Damage or loss of goods during shipment is the sole responsibility of the customer. Insufficient packaging or visible product damage may result in the loss of warranty
- All custom made orders are NON-RETURNABLE. . (Custom made items are Touch Screen, Video Input, high brightness LCD, any LCD larger than 19", Panel PC, IP65 Enclosures, Marine LCD, Sunlight Readable LCD and custom Power Supply)**