

RETURN MERCHANDISE AUTHORIZATION FORM



INSTRUCTIONS:

RMA forms should be filled out completely and accurately. Incomplete forms will not be accepted. RMA without an Invoice # or date of purchase, will not be accepted.

3043 NW 107th Ave
Doral, FL 33172
(305) 468-9948 / (305) 471-5142

Make sure there are no labels or stickers other than those from the manufacturer.

We will be not responsible for lost items. Customers are required to have signature confirmation on their returns. Merchandise must be received by us within 10 days upon issuance of RMA number. A copy of this form and original invoice(s) must be included in the box. Boxes without RMA # on the outside will be refused.

YOU MUST RECEIVE THE RMA NUMBER BEFORE SHIPPING OUT YOUR ORDER.

COMPLETED RMA FORMS CAN BE **FAXED** TO 305 406-0267 OR **EMAILED** BACK TO RMA@FLYTECCOMPUTERS.COM

<p>INTERNAL USE ONLY</p> <p>RMA#: _____</p> <p>Date: _____</p> <p>Auth: _____</p>	<hr style="border: 1px solid black;"/> <p>COMPANY NAME</p> <hr style="border: 1px solid black;"/> <p>_____</p> <p style="display: flex; justify-content: space-around;">E-MAIL CONTACT NAME</p>	<p>Phone: _____</p> <p>Fax: _____</p> <p>Date: _____</p>
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QTY	MODEL	RETURN REASON CODE	ESN #/ SERIAL NO./ MAC (INCLUDE DATE CODE IF AVAILABLE, 5 CHARACTERS BEFORE MAC)	ORIGINAL INVOICE	DATE OF PURCHASE	BRAND

RETURN REASON CODE

NETWORK

- 100 - NO POWER
- 101 - NO SIGNAL
- 102 - ETHERNET MALFUNCTION
- 103 - BAD ANTENNA
- 104 - DAMAGED CABLES
- 105 - FREEZE

COMPUTER / PARTS

- 200 - NO POWER
- 201 - NO BOOT
- 202 - BAD CD-DRIVE
- 203 - BAD MEMORY CHIP
- 204 - BAD VIDEO CARD
- 205 - FREEZE

OTHERS

- 106 - OTHER: _____
- _____
- _____
- _____
- _____