



InfiniCORE Incorporated

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San Jose, CA 95110 USA
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Email: support@infinicoreinc.com
<http://www.infinicoreinc.com>

RMA Request Form

Date: _____

FOR OFFICE USE ONLY:				
Date In	Shipped By	Shipped Date	Date Closed	RMA #
_____	_____	_____	_____	_____

CONTACT INFORMATION
Company: _____
Contact: _____
Address: _____

Phone: _____
Email: _____

RETURN MERCHANDISE TO
InfiniCORE Inc. ATTN: RMA 1754 Technology Dr. STE 210 San Jose, CA 95110 USA

RMA
RMA#:
Date Issued:
Quantity Approved:

SPECIAL RETURN INSTRUCTIONS

ITEM NO.	QTY	PRODUCT PART NUMBER	SERIAL NO.	INVOICE NO.	SHIP DATE	WHERE PURCHASED	REPORTING ISSUES
1							
2							
3							

TERMS AND CONDITIONS
- Before returning any product to InfiniCORE, you must obtain a valid Return Material Authorization ("RMA") number. No RMA service, replacement, repair, refund, or credit will be provided without an InfiniCORE-issued RMA number. - Please complete the RMA Request Form and provide the correct serial number, invoice number, invoice date, and reason for return for each product. An RMA number cannot be issued until all required information has been received. - InfiniCORE will normally issue an RMA number within five business days after receiving a complete RMA Request Form. - An RMA number is valid for 30 calendar days from its date of issuance. Returned products must be received by InfiniCORE within this period. If the RMA number expires, a new RMA Request Form must be submitted. - All products returned to InfiniCORE must be shipped freight prepaid. Collect shipments or shipments requiring payment upon delivery may be refused. - Returned products must be securely packaged in suitable protective shipping materials. InfiniCORE may refuse RMA service or credit for products damaged because of inadequate or improper packaging. - Products received with physical damage, evidence of tampering, unauthorized modification, misuse, or abuse may be refused, excluded from warranty coverage, and returned to the customer at the customer's expense. - Please return only the products specifically identified in the approved RMA. Do not include cables, mounting hardware, power cords, transceivers, manuals, or other accessories unless InfiniCORE specifically requests them or the return is for a DOA product, credit, or special-order item. - The warranty period begins on the original invoice date. To qualify for warranty service, the returned product must be received by InfiniCORE before the applicable warranty period expires. - The standard RMA turnaround time is up to 30 calendar days from the date the returned product is received by InfiniCORE. Customers are asked to allow this processing period before requesting a status update. Turnaround time may be longer if replacement parts, additional testing, or third-party services are required. - InfiniCORE will return repaired or replacement products using its standard shipping method at no additional charge. Expedited shipping or special delivery services requested by the customer may incur additional charges. - Products for which no defect or reported problem can be reproduced may be subject to diagnostic, handling, and return-shipping charges. - RMA support hours are Monday through Friday, 10:00 a.m. to 5:00 p.m. Pacific Time, excluding company and public holidays.