



RMA Policies and Procedures

RMA numbers can only be granted within 21 days of invoicing. Therefore, please fill out the required Return Request Form as soon as possible.

All RMA's are subject to individual manufacturer's policies and handled on a case-by-case basis. Every effort will be made to appeal for exceptions on the customer's behalf.

RMA# expires 10 days from date of issuance. Once your RMA number is issued to avoid rejection please do not delay return of the product.

DO NOT write RMA numbers directly on product boxes. Writing should be on removable labels, wrapping, or an additional shipping box around the original product box.

Serial numbers are required for all CPU's, monitors, and printers – and other peripheral hardware. Whenever possible, or specifically listed on an invoice, provide serial numbers.

A product should be categorized as incomplete under any of the following conditions:

- ▶ Manufacturer's packing materials internal to the product box are missing:
- ▶ Manuals, instructions, registration cards, or other enclosed documents are missing:
- ▶ License agreements/certificates are missing:
- ▶ The original manufacturer's box is missing:
- ▶ Cables and/or any accessory/peripheral part are missing.

Return completed forms to the attention of your sales representative.

Credits cannot be issued until returned products are received by Derive Technologies.

Credits must be issued at current prices.

Returned products should be shipped (via a traceable carrier).

Derive Technologies

Returns Warehouse: 120 Wall Street, New York, NY 10005

Phone: (212) 425-5858 **Email:** tmartinez@derivetech.com

RETURN REQUEST FORM

RMA NUMBERS EXPIRE WITHIN 10 DAYS OF ISSUANCE

SALES REPRESENTATIVE: _____ **RMA #:** _____ **Date of issuance** _____

Company Name:	Account #:
Purchase Order Number:	Invoice #:

Product Information

Part number	Description	Qty	Status(Check one)	Reason for Return
			New and factory sealed: <input type="checkbox"/>	
			Open and Complete: <input type="checkbox"/>	
			Open and Incomplete: <input type="checkbox"/>	
Has the internal FACTORY-SEAL (envelope/static-bag) been broken?				
<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	SN

			New and factory sealed: <input type="checkbox"/>	
			Open and Complete: <input type="checkbox"/>	
			Open and Incomplete: <input type="checkbox"/>	
Has the internal FACTORY-SEAL (envelope/static-bag) been broken?				
<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	SN

All information provided must be as accurate as possible. Incomplete information can result in delayed processing. Products returned in lesser condition than indicated above can result in RMA rejection due to manufacturers' policies. Credits must be issued at current price conditions. All RMA's are subject to individual manufacturer's policies and handled on a case by case basis. Every effort will be made to appeal for exceptions on the customer's behalf.

RMA INFORMATION SUPPLIED BY:	
Customer Contact Name	Date
Phone #:	Fax #:
Address:	

For Internal Use:

Original SO#:	
Vendor PO#:	
Date of Delivery:	
Additional Ship:	
Replacement SO#	
New SO Date:	