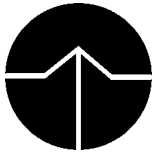


RMA Request Form

For Office Use

RMA No.: _____

Date Issued: _____



Danpex Corporation
Networking & Communications

2114 Ringwood Avenue
San Jose CA 95131-1715
Tel: (408) 434-1688 ext 138
Fax: (408) 434-1699

Type of Return

- [] Repair [] Refund
[] Credit [] Other: _____

Company Name: _____

Contact: _____

Address: _____

Tel: _____

Fax: _____

E-mail Address: _____

Date: _____

Procedures:

- Fill out the RMA Request Form, please include your company name, contact person, address, phone number, and fax number. PLEASE BE SURE THE ADDRESS IS CORRECTLY WRITTEN. ALL THE RETURNED ITEMS WILL BE SHIPPED BACK TO THAT ADDRESS.
- Write down the model number and serial number of item(s) to be returned. Give a brief description of the problem with each product. NO RMA NUMBER WILL BE ISSUED AND REQUEST WILL BE IGNORED IF A VALID DANPEX INVOICE NUMBER COULD NOT BE PROVIDED BY CUSTOMER.
- Fax the completed form to DANPEX with a copy of the invoice issued by Danpex.
- A RMA number will be issued by fax or e-mail within 24 hours. The issued RMA number is ONLY valid for 30 days.
- Please write down the RMA number on the outside of the shipping box(es).
- Allow at least 7 days for RMA service time. All RMA item(s) will be returned by UPS Ground service unless specified; customer will be responsible for the difference of shipping charge.
- For out-of-warranty item(s), customer will be responsible for parts and labor as well as shipping & handling charges.

Refund or Credit Policy (Customer must provide with Serial Number and respective Invoice Number for verification purposes based on the Invoice Date):

- Within 30 days* full refund or credit
- Within 90 days* Only credit will be issued; 15% restocking fee must be applied
- After 90 days Repair or replace only if item(s) is/are defective and still within warranty period

* Provided that item(s) is/are in good and re-saleable condition. Charges will be applied for any damaged/missing accessories including original packaging material.

Model #	Serial #	Invoice#	Problem Description