



i-BIS Computer, Inc.
 4057 Clipper Court, Fremont, CA 94538
 Tel: (510) 249-1370 Fax: (510) 249-1378

RMA #:
Issue Date: / /

Customer RMA Request Form

Please complete following form and fax it back to the RMA Dept. at (510) 249-1378

Company Name: _____

Address: _____ Date: ____/____/____

City _____ State _____ Zip _____ Telephone: () _____

Contact Person: _____ Fax: () _____

Item Model No. & Description	Quantity	Serial Number	Invoice No. & Date	Problem Description	i-BIS Remarks

Important Notice: Invoice should be submitted when requesting RMA number. The RMA number is **valid for 7 days** once it is issued, which means RMA should be shipped within 7 days after RMA number is issued. It must be clearly marked on the outside of the package. **The products should be returned without accessories for RMA department.** Damage or loss of goods during shipment is the sole responsibility of the customer. Insufficient packaging may result in loss of warranty. Products returned for credit are subject to a 15% restocking fee. No credits will be issued after 30 days of purchase.

Below is For i-BIS Use Only

Received by i-BIS	
Received	Pieces
Sign:	
Date:	

Returned by i-BIS	
Via:	Tracking #:
Sign:	
Date:	