



RMA Request Form

871 Coleman Ave STE 208, San Jose, CA 95110, USA

Tel: (408) 627-0226

Email: support@infinicoreinc.com

<http://www.infinicoreinc.com>

Date: _____

FOR OFFICE USE ONLY:				
Date In	Shipped by	Shipped Date	Date Closed	RMA#

CONTACT INFORMATION
CONTACT:
COMPANY:
ADDRESS 1:
ADDRESS 2:
PHONE:
FAX:
EMAIL:

RETURN MERCHANDISE TO:
InfiniCORE Inc.
ATTN: RMA
871 Coleman Avenue, Suite 208
San Jose, CA 95110
USA

RMA#:
Data Issued:
Quantity Approved:

Special Return Instructions:

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ITEM NO.	PRODUCT PART NUMBER	SERIAL NO.	INVOICE NO.	INVOICE DATE	WHERE THE UNIT WAS PURCHASED	REPORTING ISSUES	INITIAL RESOLUTIONS PROVIDED
1							

Terms and Conditions

- Before returning products to Infinicore, you must obtain an RMA number.
- No RMA service/credit will be issued without Infinicore issued an RMA number.
 - Please complete the RMA Request form with correct serial number, invoice number and date, and reason for return for EACH ITEM. No RMA number will be issued without any of the aforementioned information.
 - RMA number is valid for 30 days from the date of issuance. You are required to resubmit the request form if the RMA number is expired.
 - An RMA number will be issued within 5 business days.
 - All RMA returns to Infinicore must be freight prepaid.
 - No RMA services/credit will be issued if all returned goods are not shipped in a securely protected shipping container.
 - All products received physical damaged, tempered, altered and abused will be refused and warranty voided and returned at customers' expense.
 - Please ship the assigned RMA products only. Do not send accessories expect DOA or Credit or Special Order returns.
 - Warranty period is started from the date of invoice (not the date of received shipments) and all RMA returns to Infinicore for services/credit must be received by Infinicore before the expiration date of warranty.
 - Infinicore RMA turns around time is 30 days from the date of received goods. Please do not call if your open RMA is less than 30 days.
 - Infinicore will ship the RMA items back to customer using standard shipping method without extra cost. For items diagnosed as "No Problem Found" by Infinicore technician, standard shipping and handling fee will apply. For expedited service, customers should indicate the delivery method in advance and pay the extra cost for return.
 - RMA Hours: Monday to Friday: 10am - 5pm.