1 RMA sender and return address information

| **Date of RMA request** |  | |
| --- | --- | --- |
| **Internal RMA/DMR/PO#** |  | |
| **Requestor name** |  | |
| **Phone/Email** |  | |
| **Company name** |  | |
| **Street (return address)** |  | |
| **City/State, ZIP** |  | |
| **Technical Contact** |  |
| **Phone/Email** |  |

|  |  |
| --- | --- |
| congatec Inc | RMA Department  6262 Ferris Square. San Diego, CA. 92121  Phone (858) 457-2600 | Fax: (858)457-2602  **Email:** rma-us@congatec.com | |
| **Internal Use Only RMA number** | Click here to enter the RMA number |
| **SO** | Click here to enter SO |
| **RSM** | Choose FSR |
| **FAE** | Choose FAE |
| **Date of last update:** | Click here to choose the date |

ATTENTION: http://congatec.us/index.php?eID=tx_nawsecuredl&u=0&file=typo3temp/pics/750e6b4f86.jpg&t=1337373453&hash=d97b01d30040b39923f768d07865daed All congatec,Inc products are electrostatic sensitive devices and must be packaged accordingly when being returned to congatec, Inc. If a shipment is received that is not packaged using ESD packing materials, congatec reserves the right to return parts to sender without processing. All RMAs are subject to a diagnostic fee of $69 USD.

2 Reason for RMA return

| **Standard repair case:** |  |
| --- | --- |
| **Modification on customer request:** |  |
| **Stock return:** |  |

3 Failure description – *please describe in detail, for example: are there any POST codes shown, what is the BIOS version, dead on arrival or has it worked before, describe the test setup (power supply, voltage, cooling), etc.*

| **No.** | **congatec part#** | **Serial number** | **Problem description** | **Internal Use** |
| --- | --- | --- | --- | --- |
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Notes:

1. RMA number must be marked on the shipping document and carton. Mark international shipping documents with “return for repair/no charge to congatec”.
2. Include a copy of the shipment note and the RMA form with the returned package.
3. Returning products with no RMA number will create delay or incidence of lost property.
4. congatec, Inc shall be entitled to choose to repair or replace warranty products. If congatec is unable to execute either of those options, a credit will be issued.