



RMA – REQUEST FORM

DNF Security
 21353 Cabot Boulevard
 Hayward, CA 94545
 www.DNFsecurity.com
 Phone 800.947.4742
 Fax 510.265.1565

Case number: _____

Company Name:			Contact Name:		- FOR OFFICE USE ONLY -	
Address:					RR	RT
City/State/Zip:					RMA#	
Email Address:			Phone #:		DATE:	
			Fax #:		ISSUED BY:	

PART DESCRIPTION	QTY	UNIT SERIAL # <small>(this number starts with D500...)</small>	INVOICE #	INVOICE DATE	Detailed Description of the PROBLEM

- NOTE: Type of RMA you are requesting (check one):
 - STANDARD** (first you ship us the part, after we receive and repair or replace it, we will ship it back to you)
 - ADVANCED** (we ship you parts right away and you ship us the defective part within 30 days)
 - RT- The new unit will be shipped to you and credit for the old unit will be applied only after we receive the old unit. If we don't receive the unit within 45 days from the ship date of the new unit, no credit will apply.**
- Please fill out this form and fax it to 510-265-1565. You will receive a return fax from our RMA department with RMA #.
- Please place RMA number on shipping label and ship the merchandise to the address listed above along with this RMA Request Form. Hard drives should be placed in antistatic bags. To protect the merchandise from shock, you will need to use a cushioning material. Foam is the best cushioning material and should be used on all sides of the drive or unit inside a corrugated carton. When shipping more than one item inside a single carton, ensure that the drives do not touch and are both cushioned individually. If utilizing foam, a minimum of 2in in all directions should be used. Do not use peanuts or flowables as they will not support the merchandise in all directions.
- If you are returning the case or the complete unit, **we request that it be packed in its original packaging, double boxed, and secured with original foams.** If you no longer have the packaging, you can purchase it from us for \$45.00 per box + shipping fee. Units not shipped in original DNF Security packaging may be refused. We will not accept or repair units if they are not packed properly because physical damage to the unit may have occurred.
- For Repair/Replacement items, please **DO NOT** ship any manuals, cables, software or any other accessories. We will not be responsible for returning these items. However, if you are returning merchandise for credit, a credit will not be issued unless everything that was shipped with the original product has been returned.
- Shipping charges to DNF Security and expedited shipping from DNF Security to the customer site are the customer's responsibility.
- For customers in the USA, DNF Security will pay for shipping the RMA unit back to the customer's location, but customers are responsible for shipping the unit for repair to the DNF Security depot repair facility. International customers are responsible for shipping both to and from a DNF Security repair facility.
- If you are requesting **ADVANCED SHIPMENT** for a defective component, a credit card number is required. Please complete the following:

Name of the credit card holder as it appears on the card: _____

Card Type (circle one): Visa MasterCard American Express Card Number: _____ Exp. Date: _____

Cardholder's Name: _____ Billing Address: _____

Shipping address (If different from the Company name and address listed on top of this page): _____

By signing this document you are agreeing to the terms listed above, and you agree that if we do not receive the defective product within 30 days from the date of this document, your credit card will be charged for the component we advance ship to you.

Signature: _____ Date: _____