



RMA REQUEST FORM

611 Vaqueros Ave., Sunnyvale, CA 94085
 Tel: (408) 331-8818 Fax: (408) 331-8851
 Email: rma@lexypacific.com

Date Request: _____ RMA NO.: _____
 Company Name: _____ Contact Person: _____
 Address: _____ City: _____ State: _____ Zip: _____
 Telephone No.: _____ Fax No.: _____
 Email Address: _____
 Completed By: _____ Date: _____ Remark: _____

No.	Items	Description	Serial No.	Inv. No.	Inv. Date	Reasons for Return
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

- Before returning products to Lexy, you must obtain a RMA number.
- No RMA service/credit will be issued without Lexy issued a 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 these information.
 - RMA number is valid for 15 days from the date of issuance. You are required to resubmit the request form if the RMA number is expired.
 - A RMA number will be issued within 2 business days.
 - All RMA returns to Lexy must be freight prepaid.
 - No RMA services/credit will be issued if all returned goods are not placed in anti-static bags and 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. (except for CREDIT or DOA)
 - Warranty period is started from the date of invoice (not the date of received shipments) and all RMA returns to Lexy for services/credit must be received by Lexy before the expiration date of warranty.
 - Return for credit must be in original packing and new condition. All returned items are subject to 15% restocking fee. No credits or refund will be issued after 30 days of invoice date.
 - Credit will be issued based upon current market value on the products determined by Lexy.
 - All products for credit must be received within 3 working days from the date RMA number was issued.
 - Any discrepancies must be reported within 2 days upon receipt.
 - Returned items diagnosed "No Problem Found" by Lexy technician will be charged the shipping and handling fee.
 - Our 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.
 - RMA Hours: Monday to Thursday: 10am - 5pm; Friday : 10am — 2pm

 For Office Use Only:
 Date In: _____ Shipped by: _____ Shipped Date: _____ Date Closed: _____

Remarks: _____