



FAX FORM

RMA NUMBER: _____
Customer Service Use Only

RMA REQUEST Fax to (510) 651-0629

Date: _____

Company: _____ Requester Name: _____

Address: _____

Phone #: _____ Fax #: _____

AMAX Customer Service: _____ Email Address: _____

Please issue an RMA number for the return of the following parts:

Quantity	Part Description/ PN	Serial Number	Invoice No. / Date	Problem Description*

NOTE: *Please use the problem description on the attached page. For components or symptoms not listed, write in your own description. In order to expedite your RMA return, problem description is needed.

RMA RESPONSE

Dear Customer:

Your RMA number is listed above. This RMA# is valid for 15 days from the date issued. Returns must be received by us within that time. After 15 days, a new RMA# must be obtained. You agree to hold AMAX harmless from any loss or damage discovered sixty (60) days after the date of this RMA. This period shall be considered to be a reasonable time within which to make any claim with respect to loss or damage arising out of this transaction.

Please return ship the parts securely packaged, preferably in the original cartons, with pre-paid freight and insurance, to the address below. PLEASE make sure that the RMA Shipping Label is being used on each box you return to us. Package without the RMA Shipping Label on the outside will be refused.

NOTE: Defective Parts must be received at AMAX within 15 calendar days to avoid being charged for parts.

Return for Warranty Repair / Replacement: Please ship only the defective part. Do not ship accessories, manuals, cables, diskettes, etc. unless otherwise instructed. Limited Warranty terms and conditions apply (see back of invoice). NOTE: LCD monitor manufacturers only provide 1 year warranty for LCD panel, 3 year warranty on other monitor components.

Out of Warranty Repair (Not Covered by AMAX warranty): Please ship only the defective part. Do not ship accessories, manuals, cables, diskettes, etc. unless otherwise instructed. You will be charged \$ _____ per hour, plus parts, for this repair. Minimum charge is \$ _____. You are responsible for freight charges to and from AMAX.

Other Instructions: _____

Issued by: _____

Date: _____

Cut here

Ship To:

RMA Department
AMAX Engineering Corporation
1565 Reliance Way
Fremont, CA 94539

RMA# [] [] [] [] [] [] [] [] [] []

This RMA Expires On: ___/___/___

Phone: (800) 889-2629

Please Use This RMA Shipping Label

RETURN PARTS/SYSTEMS PROBLEM SYMPTOM REFERENCE PAGE

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Please enter the problem description on the first page. Common problems are listed below. If the problem is not listed below, please specify the problem symptom in the Problem Description column as best as possible.

Example: If your monitor does not show a display, write "No Display" in the Problem Description column.

Part	Symptom	Symptom	Symptom	Symptom
CD-ROM	Not detected	Can't read data CD	Can't play audio CD	Mechanical failures
Fax/Modem	Not detected	No dial tone	Cannot connect	Fax function failure
Floppy Drive	Not detected	Mechanical problem	Read/Write failure	
Hard Drive	Not detected	Noisy	Bad sectors	Read/write failure
Headset	No sound	Poor sound quality		
Heatsink/Fan	Noisy	Fan does not spin	Broken	
Keyboard	No Response	Bad keys (electronic)	Sticky keys (mechanical)	
Memory	Not detected	Diagnostic failed		
Monitor	No Display or Power	Distorted display	Color problem	
Motherboard	No Display/No Beep	Won't boot	Bad I/O ports	Bad cache
	Memory problem	Broken components	Bad Controller	
Mouse	Not detected	No horizontal or vertical movement		
Network Card	Not detected	Cannot configure	Cannot connect	
Power Supply	No power	Noisy		
Sound Card	Not detected	No sound	Poor sound quality	Cannot record
Speaker	No sound	No power		
System	Won't boot	Won't load OS	No Display	No Beep
	System locks up during bootup	System locks up during loading OS	System locks up during running applications	System locks up randomly
Tape Backup	Not detected	Can't format	Read/write failure	Mechanical problem
Video Card	No display	Garbled display	Distorted display	Incorrect color
	Video memory failure			