

RMA Request Form In-Warranty Product Only

Company _____
Your Name _____
Ship to Address _____
City _____ **State** _____
Zip _____

Date _____
Phone _____
Fax _____
Email _____
Reference # _____

Please check below if your Ship-To Address is a Residential or a Commercial Location. If not marked, the default will be Residential Location.

Residential Location

Commercial Location

MODEL	MFG DATE	SERIAL NUMBER	REASON FOR RETURN

BigByte use only

RMA #

To help us best serve you, please review the following important information:

- * Enter the complete model number including suffix characters.
- * Upon completion of the RMA request, please fax or Email it to Customer Service at BigByte.
- * We will return this form to you with an RMA number or contact you if we have any questions.
- * Ship product **prepaid** to the address below when you receive the RMA number, it is important that you reference the RMA number on the outside of each box. **NOTE: ONE RMA PER BOX. DO NOT MIX RMA #'s.**
- * Ship bare units only. Remove any cables, mounting hardware, or other external items and package properly.
- * **For out-of-warranty, abused or unauthorized units you are responsible for freight, insurance & handling.**

For out of warranty units please contact BigByte for repair pricing. A separate RMA # will be issued.

Ship To: BigByte **Phone** (510) 249-1100
 Dock 3-Receiveing Attn: RMA # **Fax** (510) 657-5715
 47400 Seabridge Drive **Email** Roselie@BigBytecorp.com
 Fremont, CA 94538

This form is not valid unless an RMA # is issued by an authorized BigByte representative.