

## RMA Request Form Out-of-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**

BigByte use only

DRIVE MODEL#	MFG DATE (If available)	SERIAL NUMBER	REASON FOR RETURN

RMA #

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

- \* Enter the complete model number including suffix characters.
- \* To avoid any carrier Special Service charges, please include your UPS or Fed Ex account number.
- \* Orders can be Prepaid by Money Order, Cashiers Check, Visa or Master Card, (a 5% credit card processing fee applies).
- \* 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 your 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 drives only. Remove any cables, mounting hardware, or other external items and package properly.

**For abused or unauthorized units, you are responsible for all freight, handling and insurance.**

**Ship To:** BigByte  
 Dock 3-Receiveing Attn: RMA #  
 47400 Seabridge Drive  
 Fremont, CA 94538

**Phone** (510) 249-1100  
**Fax** (510) 657-5715  
**Email** [Roselie@BigBytecorp.com](mailto:Roselie@BigBytecorp.com)

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