



## RMA Acknowledgment

### Non-Warranty NEC Electronics Product

<b>CUSTOMER NAME:</b>	<b>RMA #:</b>
<b>SHIP TO ADDRESS:</b>	<b>CUST. REF. #:</b>
<b>PHONE:</b>	<b>FAX:</b>
<b>E-MAIL:</b>	

QTY	PANEL SIZE	PART NUMBER / DESCRIPTION	SERIAL #	SYMPTOM

**COST PER UNIT:**

LCD PANEL: NON WARRANTY SERVICE CHARGES		
SCREEN, TEST & DISPOSITION	PANEL SIZE	
	≤ 15.4"	≥ 15.5"
NTF (No Trouble Found)	<b>\$15.00</b>	<b>\$15.00</b>
<b>Handling Fee / Evaluation</b> ( Repair Declined and Unit is Scrapped onsite or returned unrepaiored )	<b>\$12.00</b>	<b>\$12.00</b>
<b>SCRAP</b> ( Internal Glass / Repair Attempted )	<b>\$50.00</b>	<b>\$50.00</b>
<b>REPAIR</b> (Includes Screen Charges Above) (1,2)	<b>\$75.00</b>	<b>\$95.00</b>

- (1) If new materials / components are required to complete a repair on an individual panel, and cost for these new materials / components exceeds **\$35.00**, BigByte will invoice back NEC customer the cost of these identified materials / components plus 10%. If costs do not exceed **\$35.00**, BigByte assumes responsibility for supplying these materials / components.
- (2) Assumes a maximum of only two (2) failures per panel. BigByte reserves the right to request higher repair pricing or authorization to scrap panels deemed "not cost effective to repair".
- (3) All panels must be returned in their original state. Inverters must be included if any part number has an "AC" nomenclature.

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

- \* Order Types:
  - C.O.D. (C.O.D. Charges will be added)
  - Visa or Master Card (A 5% credit card processing fee applies).
- \* Upon completion of the RMA request, please fax or Email the form to Customer Service at BigByte Corporation.
- \* Customer Service will send you an acknowledgment with an RMA number or contact you if there are any questions.
- \* Ship your product prepaid to the address below when you receive the RMA number, it is important for you to reference the RMA number on the outside of each box. NOTE: ONE RMA PER BOX. DO NOT MIX RMA #'s.

**Ship To:**            **BigByte Corporation**  
 Dock 4-Receiveing Attn: RMA # \_\_\_\_\_  
 47400 Seabridge Drive  
 Fremont, CA 94538

**Phone:** (510) 249-1100  
**Fax:** (510) 657-5715  
**Direct:** (510) 824-3011  
**E-mail:** [ssangha@bigbytecorp.com](mailto:ssangha@bigbytecorp.com)