

## RMA Request Form In-Warranty Product Only

<b>Company</b> _____	<b>Date</b> _____
<b>Your Name</b> _____	<b>Phone</b> _____
<b>Ship to Address</b> _____	<b>Fax</b> _____
<b>City</b> _____ <b>State</b> _____	<b>Email</b> _____
<b>Zip</b> _____	<b>Reference #</b> _____

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

<b>Residential Location</b> <input style="width: 80px; height: 20px; border: 1px solid black;" type="checkbox"/>	<b>Commercial Location</b> <input style="width: 80px; height: 20px; border: 1px solid black;" type="checkbox"/>
--	---

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.**

<b>Ship To:</b> BigByte Dock 3-Receiveing Attn: RMA # 47400 Seabridge Drive Fremont, CA 94538	<b>Phone</b> (510) 249-1100 <b>Fax</b> (510) 657-5715 <b>Email</b> <a href="mailto:RMA@BigBytecorp.com">RMA@BigBytecorp.com</a>
--	---

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