

RMA Request Form Out-of-Warranty Product Only

Company _____	Date _____
Your Name _____	Phone _____
Ship to Address _____	Fax _____
City _____ State _____	Email _____
Zip _____	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 <input style="width: 80px; height: 20px;" type="checkbox"/>	Commercial Location <input style="width: 80px; height: 20px;" type="checkbox"/>
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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.
 - * 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 units 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 RMA@BigBytecorp.com
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This form is not valid unless an RMA # is issued by an authorized BigByte representative.