Lasertech
Computer Distributor, Inc.

RMA REQUEST FORM

139 N. Sunset Ave., City of Industry, CA 91744
Tel: 626-435-2830 Fax: 626-435-2847

Customer Name:
Contact Person:
Address:
Tel:
Fax:

Internal Office Use Only
RMA# _____
RMA( ) DOA( ) CREDIT( )

Item Code	Serial Number	Invoice No.	Invoice Date	Quantity	Problem Description

General RMA Policy:

1. Customer must obtain an RMA number by filling out the RMA form.
2. RMA number is valid for 15 days from the date of issue by seller.
3. Any item returned to Lasertech without valid RMA number will be rejected.
4. Lasertech does not accept COD shipments; all RMA returns are pre-paid by the customers.
5. All return products must bear the original manufacturer's serialized label (barcode sticker). Products without this serialized label will not be accepted for return.
6. Lasertech's warranty on RMA return will automatically be voided for customer's improper handing/packaging/shipping, or alternation to the products in any way without seller's prior written consent.
7. Customer must include complete accessories, manuals and the original packaging for exchange/credit.
8. Lasertech requires all customers to securely pack the items being returned to prevent possible damage during shipping
9. Products with physical damage will not be accepted for RMA service.
10. RMA number is strictly for reference use only, it does not imply seller will exchange/credit.
11. Customer is responsible to check and verify products returned/replaced for RMA by Seller and notify seller of discrepancies within 48 hours from date of receipt. After this 48 hours period, seller will no longer accept further RMA return by customer for reasons listed below:
    (a) Serial number on product does not match with that on seller's invoice;
    (b) for 2nd and subsequent RMA return, serial number on RMA return, serial number on product does not match with that on seller's RMA invoice;
    (c) product with physical damage;
    (d) quantities received do not match with that on Seller's Invoice;
    (e) any other problems related to subject RMA.

RMA Policy for Olevia LCD TV:

1. Brand New units have **ONE** year warranty with Lasertech, base on invoice date, unless specified on invoice.
2. Refurbished units have **NINTY** days warranty with Lasertech, base on Invoice date, unless specified on invoice.
3. General RMA Policy also applied.

RMA Policty for Asrock Motherboard:

1. Asrock does **NOT** have any DOA policy.
2. **SEVEN** Days DOA service is provided by Lasertech.
3. We only honor **SEVEN** days from the invoice date, otherwise will be served as RMA return and replacement from Asrock RMA return.
4. General RMA Policy also applied.