DYNAMIC NETWORK FACTORY, Inc.

26250 Eden Landing Rd., HAYWARD, CA 94545
PH (510) 265-0608 * FAX (510) 265-1565

RMA - REQUEST FORM

COMPANY NAME:	**Contact Name:**		**-FOR OFFICE USE ONLY-**
ADDRESS:			**RMA#**
CITY/STATE/ZIP:			**DATE:**
Email Address:	**PHONE #**	**FAX #**	**ISSUED BY:**

PART DESCRIPTION	QTY	Unit SERIAL # (this number starts with a D5000…)	INVOICE #	INVOICE DATE	Detail Description of the PROBLEM

1. **NOTE:** What Type of RMA are you requesting (circle one): ☐ **Standard** (first you ship us the part after we receive it we repair or replace it and ship it back to you)
   ☐ **Advanced** (we ship you parts right away and you ship us the defective part within 30 days)
2. Please fill out this form and fax it back to 510-265-1565. You will receive a return fax from our RMA department with an RMA #.
3. Please place RMA number on shipping label and ship the merchandise to the address listed above along with this RMA Request Form. Hard Drives should be placed in Anti Static bags. To protect the merchandise from shock, you will need to use a cushioning material. Foam is the best cushioning material and should be used on all sides of the drive or unit inside a corrugated carton. When shipping more than one item inside a single carton, ensure that the drives do not touch and they are both cushioned individually. If utilizing foam, a minimum of 2" in all directions should be used. Do not use peanuts or flowables as they will not support the merchandise in all directions.
4. If you are returning the Case or the complete unit, **we request that it'd be packed in its original packaging, double boxed, and secured with original foams**. If you no longer have the packaging you could purchase them from us at $45.00 per box + shipping fee. Units not in original or DNF packaging may be refused. We will not repair units or accept them if they are not packed properly as that may cause physical damage to the unit.
5. For Repair/Replacement items, please DO NOT ship any manuals, cables, software or any other accessories. We will not be responsible for returning these items. However, if you are returning merchandise for credit, a credit will not be issued unless everything that came with the original product has been returned.
6. Shipping charges to DNF and expedited shipping charges from DNF to customer site are customer's responsibility. International customers are responsible for shipping charges to and from DNF.
7. If you are requesting **Advanced Shipment** for the defective component you have, we will need a credit card number. Please fill in below:

Name of the credit card holder as it appears on the card:
Card Type (circle one): Visa Master Card American Express Card Number: _____ Exp. date: _____

Card Holder's Name: _____ Billing Address: _____

Shipping address (If different from the Company name and address listed on top of this page): _____

Signature: _____ Date: _____

By signing this document you will agree to the terms listed above and to that if we do not receive the defective product within 30 days from the date of this document your card should be charged for the cost of the component we advanced ship to you.