

CREDIT RETURN REQUEST FORM

BASIC INFORMATION

BASIC IN ORMATION								
COMPANY NAME	DATE	PURCHASE ORDER # & DATE						
ADDRESS =								
CONTACT PERSON	e-MAIL							
TELEPHONE #	FAX#							
ADVANTECH INVOICE #	CUSTOMER ID							
Note: "Order Number and Da	te" and "Advantech Invoice #" above must be provided in ord	der to process your credit request.						

An RMA NUMBER must be obtained from our staff prior to returning any products. ANY RMA RETURNED WITHOUT AN RMA NUMBER WILL BE REJECTED BY OUR SHIPPING DEPARTMENT. All RMA numbers are valid for 30 days from the date of issuance.

Returns are only acceptable in NEW condition. The products must be in their original packaging, including anti-static bags, etc. All software items may only be returned if the license agreement seal has not been broken. Advantech reserves the right to assess additional restocking fees to cover damages or missing items discovered upon return and inspection by the Advantech RMA Dept.

Freight charges will not be credited for material returned and return freight to ship material back to Advantech is the responsibility of the customer. Assembly, test and burn-in, and other service charges are NOT refundable. All special order items labeled as X and Y part numbers are Non Returnable.

RETURN ITEMS							
1		2	2				
3		4	4				
5		6	6				

Detailed Description

** Written details MUST be provided above in order to process your Credit request.

To Be Completed By Advantech

RMA #	Issued By:	Approved By:	

COMMENTS

Credit Return Restocking Fees:

- Within 15 days from the invoice date
 - · No restocking fee for standard products
 - 20% minimum restocking fee for Build-to-Order Systems
 Boards with SW pre-loaded
- 16 to 30 days from the invoice date
 - · 10% restocking fee for standard products
 - 20% minimum restocking fee for Build-to-Order Systems
 & Boards with SW pre-loaded

Credit RMA Department: Tel: 408-519-3898 Fax: 408-519-3899 Email: customercare@advantech.com

For full details of the Advantech Return Policy, go to: http://buy.advantech.com/Info/ReturnPolicy.htm