

# AIR SEA USA, LLC.

# RMA Request Form

8212 NW 30 Th Terrace  
Miami, FL 33122

RMA Dept. Phone: (800) 689 4278  
RMA Dept. Fax: (305) 428 9477

## RMA PROCEDURES

1. Please complete the RMA form with detailed descriptions of the **problem** for your product.
2. FAX this RMA request form with a copy of the **purchase invoice** to (305) 477-9191.
3. All RETURNING product serial numbers must match with the original invoice.
4. The RMA Dept. will FAX back to you a RMA number within 24 hrs or reasons for return denial.
5. **After you receive a RMA number**, then you may return your defective products to AIR SEA USA.
6. All RMA process take up to 30 days. For expedite process customer will assume fee charge.
7. Your assigned RMA number is valid for 30 days from the date of issue.
8. **IMPORTANT** : Please be sure not to ship any detachable or accessory unit that may come with the defective item at the time of original purchase. (example : Batteries , Charges, Drivers , Manuals etc)

## Complete all information and FAX this form to RMA Dept. with a copy of purchase INVOICE

Company \_\_\_\_\_ Customer # \_\_\_\_\_

Address \_\_\_\_\_ e-Mail \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Contact Person \_\_\_\_\_ Date Faxing This Form \_\_\_\_\_

### For RMA Use Only

RMA # \_\_\_\_\_

Issue Date \_\_\_\_\_

Total Pieces \_\_\_\_\_

**IT'S THE CUSTOMER'S RESPONSIBILITY TO CALL THE RMA DEPT. IF NO RESPONSE WAS RECEIVED AFTER 24 HOURS OF FAXING THIS FORM TO AIR SEA USA.**

QTY	ITEM NUMBER	FULL SERIAL NUMBER	INVOICE # and Date	DETAILED PROBLEM

Special Request:

### FOR AIR SEA USA RMA USE ONLY

**RMA TIPS:** For a faster return process, please send retail box products, hard drives, monitors, CD drives, 3Com products, and these video cards (Diamond, Matrox, and ATI) directly to the manufacturer.