CaDan Computers

Where Technology & Service Come Together

4131 Old Sibley Memorial Hwy., Suite 200, Eagan, MN 55122 (651) 456-5760 Fax: (651) 681-8078 www.CaDan.com

CUSTOMER RETURN MATERIAL AUTHORIZATION FORM (RMA)

Customer:				**Contact:**					
Address:				**Date:**					
City:		**State:**		**Zip:**		**Tel:**		**Fax:**	
Return for credit (√)		Product opened: *(Yes/No)*		If Yes, Why:					
Return for repair or replace: (√)									

QTY	**Description**	**S/N**	**Invoice No.**	**Symptom (Problem Description)**	**CaDan Use Only**	
					Status	**SKU #**

Comments:

- Please print this form and fill out the above section.
- Fax the RMA form with a copy of the purchase invoice(s) to 1-651-681-8078.
- A RMA number will be assigned and the form faxed back to you within 24 hrs. An RMA number does not guarantee repair or replacement of the item in question. It is assigned for records and tracking purposes only.
- Make a copy of the RMA form for your records.
- If Item is "Return for Credit, it must be returned in original packaging.
- Please include the returned RMA form in your package and clearly print the RMA No. ON THE OUTSIDE of the package. THANK YOU. The customer is responsible for shipping cost to CaDan.
- RMA No. is valid for 2 weeks from the date of issue; (or package will be rejected).
- We reserve the right to reject any item(s) that does not have an invoice to refer to.
- CPUs only, have a 14-day return or exchange window from date of receipt.
- Physical damage, mis-handling, mis-use, illegal modifications will void the Warranty/ Return.
- After 30 days, any return for credit will subject to 20% restocking charge.

---------- CADAN USE ONLY - DO NOT WRITE BELOW THIS LINE ----------

RMA No:	*Initials Date (a)-(z)*	**Date of issue:**		**Sales ID:**	
Received By:		**Date:**		**Serviced By:**	
Date:					
In Warranty:		**Out of Warranty:**			
Customer product has been credited, repaired or replaced:		**Date:**			

Form No. CC03-09
Revised Nov 24/04