



Moxa Technologies, Inc.
 3001 Enterprise St. #210, Brea, CA 92821
 Tel: 1-714-528-6777 Fax: 1-714-528-6778

RMA REQUEST FORM

Please submit your request via:
 E-Mail: RMA@MoxaUSA.com or Fax: 1-714-528-6778

RMA # _____

Company: _____ **Date:** (mm/dd/yr) _____

Contact: _____ **E-Mail:** _____

Address: _____ **Tel No:** _____

Fax No.: _____

REASON (please check one of the following):

- Incompatibility DOA Evaluation Ordered wrong parts Late shipment Wrong parts
- Other(s) _____

RETURN FOR: Repair Replacement (at MOXA's sole discretion) Credit

Inv. Date	Inv #	Qty	Item No.	Serial No.	Problem Description

Special Instructions: _____

<p style="text-align: center;"><i>RMA RETURN INSTRUCTIONS</i></p> <ol style="list-style-type: none"> 1. <u>Please fill out this RMA request completely; omitting any information may result in delays.</u> 2. RMA number shall be issued within the next business day upon receipt of completed request form. Once assigned, the RMA number is valid for only 15 days. 3. Please mark the RMA No. on every package to be returned. All returned merchandise must have this pre-assigned number. Otherwise, MOXA has the right to refuse it. 4. All static-sensitive parts, such as Multi-Port Serial Boards, Embedded Devices, or any items that contain open-circuitry must be packaged in an anti-static bag. MOXA reserves the right to refuse RMA service and return the item(s) to the senders that do not follow this requirement. 5. Ship your defective product prepaid in original MOXA packaging with a copy of this RMA form and invoice. 	<ol style="list-style-type: none"> 6. All claims for incomplete, defective, and/or missing accessories or products must be made within 10 days once merchandise is received. <p style="text-align: center;"><i>CREDIT/REFUND POLICY</i></p> <ol style="list-style-type: none"> 1. Credit is allowed only for returns made within 30 days from the invoice date. After 30 days, a 20% restocking fee shall be applied. NO RETURNS ARE ALLOWED AFTER 45 DAYS. 2. Any returns for credit must be accompanied by the product in its re-sellable condition with original packaging and accessories. Otherwise, MOXA has the right to refuse the return or impose a 20% restocking fee. <p style="text-align: center;"><i>WARRANTY</i></p> <p>MOXA products are covered by a 5-year warranty period on parts and labor (from the date of the original invoice). Repair charges shall be billed for out-of-warranty products.</p>
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Sales/Tech Engineer: _____ **Approved by :** _____