



Avenview Europe

Marifoon 16
1319 DK Almere
The Netherlands

AVENVIEW EUROPE

RMA NUMBER REQUEST FORM

Please fill out this form as complete and as clearly as possible:

RMA Number	
Authorized by	

Customer Name/Code: _____ **Contact:** _____ **Phone Number:** _____ **Fax Number:** _____

Customer Address: _____ **City:** _____ **Zip:** _____ **Country:** _____

Cross shipment _____ **Credit** _____ **Repair/Replacement** _____ **Missing** _____ **Upgrade** _____

Item #:	Item Description	Qty.:	Invoice #:	Serial #:	Problem Description:

Please read carefully and email to info@avenview.eu

All systems have 1-year warranty on parts, and three years on carry in labor. All parts have a one-year warranty, except CPU's & software. For all retail CPU's sold outside a system, the warranty is only for 15 days. Box CPUs carry 1-year warranty. Proof of purchase i.e. a copy of the invoice is necessary in order to provide any service. The RMA number is valid for only 30 days from the date issued. A new RMA number is required if period exceeds 30 days. The RMA number is valid only for items originally listed in the request forms. The items are tested only for the problems listed in the RMA form, so please describe the problem clearly. "Dead on Arrival" must be reported within 72 hours of receipt. Any physical damage or re-work done to the product or defacing labels on parts & components voids warranty. Return for credit can be accepted only within 30 days from the date of invoice. Please be sure to include all accessories including software and hardware in its original condition/packing. Any items returned for credit and sent incomplete or defaced will not be given credit. All credits are given on current prices and a 15% restocking fee is charged. Refund is paid in the same manner as original purchase; i.e. if paid by credit card, the cc will be credited. Refund checks will be mailed within 14 business days from the date merchandise has been returned. Please print RMA number legibly on top of the package, package w/o RMA number will not be accepted. All shortcomings, discrepancies, short-shipment etc. should be brought to the notice of Avenview Europe within a period of 2 days from the date of the receipt; Avenview Europe will not be responsible, or liable thereafter in respect of this RMA.

Once you have fully read, understood and agreed with the rules above please sign below:

Customer Signature: _____ **Date:** _____ **thank you for your cooperation, Avenview Europe**