

# BYTECC RMA REQUEST FORM

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CustomerID
Company
Address
Phone
Fax
Personnel of Request
Email

For Bytecc Use Only	
RMA Number	
Issue Date	____/____/____

Date of Request \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ Return for Credit

☐ Return for Exchange

To be Filled Out by Customers			
Qty	Invoice No./Date	Item No.	Problem and Defective Symptoms

Comment

## RMA Policy

1. Merchandise needs to be received by BYTECC within 15 working days from the date the RMA (Return Merchandise Authorization) Number is issued.
2. All return RMA number should be visible printed on the shipping label or clearly displayed on the outside of the box. All packages without an RMA number and RMA form will be refused.
3. Incomplete returns will not be accepted. All returns must be complete with all original accessories, parts and packaging.
4. RMAs will be replaced with same items or similar items.
5. All RMA returns for credit after 30 days of original invoice date are subject to 15% restocking fee. No credit accepted after 60 days from the invoice date.
6. Bytecc will issue a credit only if return items are discontinued. Credit will be issued based on current market value or the invoice price subject to charge 15% restocking fee; whichever is lower.