

XaviX RMA Service Form

Request for an RMA number if you have faulty items that are still under warranty. Please read the notes below before your request for an RMA number.

As soon as our staff has verified the validity of your request, we will issue an RMA number to you.

An individual RMA form and RMA number is necessary for each returned item.

DO NOT SEND RMA ITEMS WITHOUT AN RMA NUMBER.

Products sent without RMA number will be considered as an anonymous gift!

Please complete the following fields.

Last Name	<input type="text"/>
First Name	<input type="text"/>
Telephone	<input type="text"/>
E-mail Address	<input type="text"/>
Ship to Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Postal Code	<input type="text"/>
<u>Product Information</u>	
Date of Purchase	<input type="text"/> (dd) <input type="text"/> (mm) <input type="text"/> (yyyy)
Place of Purchase	<input type="text"/>
Model No.	<input type="text"/>
Serial Number	<input type="text"/>
Problem description	<input type="text"/> <input type="text"/>
Remarks	<input type="text"/> <input type="text"/>

**For Internal Use Only
(Sign-up by XaviX Repair Center)**

Date	<input type="text"/>
Confirmed by	<input type="text"/>
Confirmation date	<input type="text"/>
RMA No. Approval	<input type="text"/>

Notes:

- Once you have a valid RMA number, you may ship the faulty item(s) to the XaviX Repair Center.
- Make sure that your RMA number is present on all shipping documents.
- RMA shipments without proper documentation will be rejected.
- Shipping cost from customer to XaviX Repair Center is borne by customer, shipping cost from XaviX Repair Center to customer is born by XaviX Repair Center.
- Do NOT ship your RMA item(s) on a freight collect basis. Your shipment will be rejected.
- Do NOT send items which are out of warranty.
- At the management's sole discretion, XaviX Repair Center may replace faulty items with newer versions and/or the like of.
- To receive warranty service, customer might be requested to provide a proof of purchase (in the form of a dated bill of sale or invoice receipt)

Warranty is VOID if any physical defect such as:

- burn marks
- missing components
- dismantled product
- end-user tampered defects
- any suspected after sales defects

is found on the defective products returned.

 XaviX Repair Center

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