

RMA REQUEST FORM

For office use only, RMA#:

Name:		Phone #:	
Address:		Fax #:	
City, State, Zip:		Purchased Date:	
E-mail:		Purchased From:	

Model	Qty	Serial #*	Problem/Description

*Serial number MUST be entered for Power Supplies. It is OPTIONAL for any other unit.

Terms and Conditions:

I. Length

PC Power Supplies are warranted for up to five (5) years depending on the model from the date of purchase. Stealth, Thermoflow, and Tornado series fans carry a lifetime warranty. All other products are warranted for one (1) year from the date of purchase unless otherwise stated. Products that have been repaired/replaced will be under warranty for the remainder of the warranty period or thirty (30) days, whichever is longer.

II. Transferability

The warranty is non-transferable and is only valid for the original owner of the product. Proof of purchase is required for warranty service.

III. Coverage

The warranty solely covers parts and labor of Vantec products. Vantec is not liable for products that have been damaged due to abuse or negligence, nor are we liable for incidental or consequential damages. Any normal wear and tear that occurs, including, but not limited to, cosmetic damages, is not covered under Vantec's warranty.

The following results in the warranty being voided:

1. Any product where the serial number has been defaced, modified, or removed.
2. Damage or failure due to abuse, neglect, usage outside of the intended purpose, failure to read instructions, and acts of God.
3. Unauthorized repairs
4. Any non-superficial modifications.

The following are not covered under Vantec's warranty.

1. Products without proper proof of purchase, lost, or stolen products.
2. Items purchased at clearances, flea markets, garage sales, or any of the sort.
3. Items purchased at unauthorized resellers, refurbished, repackaged, or second-hand.
4. Packaging, cases, batteries, tapes or accessories included or used with the product.
5. Any problems pertaining to cosmetics, unless pre-existing.
6. Failure to determine if the product is right for your intended purposes.
7. Any incidental or consequential damages that occur to products not made by Vantec.
8. Shipping charges for the warranty repair to Vantec and/or outside of the USA/Canada region.

IV. Exclusion Of Damages



Vantec reserves the right to either repair or replaces the defective product. Vantec shall not be held liable to the purchaser or any third party for any incidental or consequential damages, including, but not limited to, damages resulting from interruption of service and loss of business. Vantec is solely responsible for products manufactured by Vantec Thermal Technologies and offers no warranties, expressed or implied, for any other products.

V. Limitations Of Implied Warranties

Vantec does not offer any expressed or implied warranties other than that stated in Section I.

VI. Warranty Procedure (Return Merchandise Authorization)

Note: Within the first 15 days of purchase, all defective merchandise must be returned to the retailer, unless purchased directly from Vantec.

All products that are returned to Vantec require a Return Merchandise Authorization (RMA) number. Any product received without prior authorization will be refused or discarded at our discretion. To obtain an RMA number, please fill out the online RMA form and either fax or upload a copy of your proof of purchase. If you intend to fax your proof of purchase, please fax it to (510) 668-0367. Make sure to completely fill out the form and include the proof of purchase. Incomplete forms or forms without the proof of purchase will be disregarded.

Upon approval, you will be assigned an RMA number through e-mail. Carefully package the product and follow the directions in the e-mail. Vantec is not responsible for items damaged during shipping. Vantec is also not responsible for any missing accessories. Do NOT include accessories (unless they are part of the problem) when shipping to Vantec. Make sure you write the RMA number on three sides of the box and place the cut-out portion of the confirmation e-mail prominently on your return package. Failure to do so may cause your package to be refused or delay the RMA process. Ship the product to:

Vantec Thermal Technologies, 43951 Boscell Rd. Fremont, CA 94538

The RMA number is valid for only 30 days. If Vantec does not receive the RMA goods within 30 days, the RMA number will be voided. Vantec is not responsible for any packages lost during shipping and we highly recommend you use a shipper that offers tracking services. During the warranty period, your product will be repaired or replaced without charge, excluding shipping and handling to Vantec. The user will not be charged for the shipping of replacement products.

VII. For Out-of-Warranty Service

For products that are no longer under warranty or have had their warranty voided, please contact us at (510) 668-0368 or e-mail us at support@vantecusa.com to see if your product is eligible for repair and a repair estimate. If accepted, follow the standard RMA procedure for returning the product to us. Upon receipt, any changes in repair costs will be noted before repairs being made. If the charges are refused, the product will be shipped back at the user's cost, as is, along with any payment that may have been included. If the user refuses to pay for return shipping, the item will be discarded and Vantec will not be held liable for any losses.

VIII. Out-of-State Coverage

Vantec's warranty is only valid for residents within the United States and Canada. Users outside of the United States and Canada must go through their retailer for exchanges or pay for shipping charges both ways, along with any customs fees, if an RMA is performed with Vantec.

IX. Technical Support

Telephone Support: (510) 668-0368 (option 2) M-F, 9:00am to 6:00pm Pacific Time.
 E-mail: support@vantecusa.com

X. Privacy

Any information provided in the RMA form is used solely for the purposes of this RMA transaction. Vantec will not, under any circumstances, release your information to any third party company or use the information for anything other than the purposes of this RMA transaction.

I have read and agree with the above policies:

Signature:		Date:	
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Please Sign and date