



RETEK RMA REQUEST RETURN MERCHANDISE AUTHORIZATION FORM
PLEASE READ ORDERING POLICY FOR RMA INFORMATION

Complete this form and mail Retek and the proof of purchase which includes the Ebay item number noted on the outside of the box.

Name: _____ **Ebay Item # :** _____
Address: _____ **RMA Ship Date:** _____
City/State/Zip: _____ **Ship Date:** _____
Country: _____ **Telephone:** _____
Fax or E-Mail: _____ **Replacement/Refund?** _____

Please include with the returned item documentation stating the reason for return and describing any symptoms, failure modes, suspected causes of damage, diagnostics performed, plots of data collected, data files, etc. and also indicate if you've consulted Retek Support (925) 456-9010. Please provide a detailed report on your problem. This will help our testing department process the above item's RMA much more quickly. Upon receiving the RMA our test lab will do an evaluation on the product. If we find the product to be in working order, you will be charged for the re-shipment of your item back to you.

Motherboard manufacturer and model number: _____
CPU manufacturer and model number: _____
Memory manufacturer and model number: _____
Power supply manufacturer and model number: _____
Laptop manufacturer and model number: _____
Video Card and manufacturer and model number: _____

Packaging of the products should be packaged in their original shipping containers. Carefully package, suitable to protect during transit. Note that damage caused during shipping will not be replaced under warranty.

Turn Around Time: Delivery will vary according to the type of product and other factors. Delivery time is the time from which lead time begins until the job will be ready to ship from Retek and is not inclusive of weekends or holidays. Customer service will provide an estimated delivery date, however this date is only an estimate and is subject to change upon evaluation of the returned product.

Freight Carriers: All international shipments of products back to Retek shall be made via Airfreight Services. Tracking feature should be included to insure proper delivery. Retek recommends that domestic return shipments be made via United States Parcel Service (Priority Mail) with confirmation delivery. Retek is not responsible for freight charges used on the return. We will however cover the shipping for the replacement or exchange.

We will not accept any RMA's passed 30 days or otherwise stated on specific Ebay listing.

Ship to Address: Send all return shipments to:

Retek Corporation
Attention:RMA Department
1216 Stealth Street
Livermore, CA. 94551

Please indicate your Ebay item number on the outside of your package.

You will receive a confirmation of shipment via email once your product has been processed and shipped.
Please include this RMA form in your return package. We will not process any RMA's without proper documentation included.

