

GLOBAL PC DIRECT, INC.

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RMA REQUEST FORM

RMA Policy:

1. All RMA shipments must be shipped freight prepaid with a valid RMA number written on the shipping label, otherwise the RMA will be rejected. Any return package with COD or unauthorized use Global PC Direct shipping account will be refused.
2. RMA numbers will not be issued without filling in the item number, invoice number, serial number, invoice date and description of problem. RMA number is valid 7 days from the RMA number issuing date.
3. Claims for shipping errors or damage in shipping must be made within 3days of receiving the merchandise. . All DOA items and request for credit items must be received within 7days from invoice day, after 7days to 30 days, returned merchandise is subject to the lower of either a 15% restocking fee or a credit at the current market value, which is lower. Credit will not be given 30 days from the date of invoice. Global PC Direct reserves the right to issue or refuse credit.
4. Global PC Direct reserves the right to replace requested parts that are not available with either an equivalent or better part. A credit at current market value will be given in case a replacement is not possible.
5. Global PC Direct will not accept returns of software which has been opened unless the media is defective. Defective software will be replaced with the exact same media. We will not take the return of software Codes were missed; Key Codes are checked and scanned before every shipment.
6. Software products sold by Global PC Direct are covered by 30 day return period from invoice date, Logitech products have 60 days return service. After those return period, customer need to contact with manufacture directly for further warranty. Global PC Direct will not accept items that have been physically damaged or misused.

Company Name:

Customer Code:

Fax Date:

Address:

Contact Person

Email:

City:

State:

ZIP Code:

Phone:

Correct FAX Number:

* Fax number is mandatory

Item Code	Qty.	Serial #	Inv. #	Inv. Date	Brief Description of Defect
1					
2					
3					
4					
5					
6					
7					

Your comments: