# RMA REQUEST FORM

**i-TECH COMPANY LLC**
**www.iTechLCD.com**
**Email: Sales@iTechLCD.com**

Please fill out the following form for your technical support/RMA requests for any product that you wish to return. Please complete all information and describe reason for return. A support representative will review your information and then email you with a solution. If the support representative determines that the product needs to be replaced they will email you with instructions for returning the product.

## Please fill out form completely and email to Sales@iTechLCD.com

| CUSTOMER INFORMATION | |
|---|---|
| Name: | |
| Company: | |
| Address | |
| City: | |
| State: | |
| Phone: | |
| Fax: | |
| E-Mail: | |

| PRODUCT INFORMATION: | |
|---|---|
| ITEM 1 | |
| Part # | |
| Invoice date /Invoice # | |
| Qty | |
| Serial # | |
| Describe Problem: | |
| ITEM 2 | |
| Part # | |
| Invoice date /Invoice # | |
| Qty | |
| Serial # | |
| Describe Problem: | |

### RMA POLICY & INSTRUCTION:

- Request form must within 30 days of invoice of shipped
- All Returns subject to a 20% restocking fee
- Fill out RMA request form completely and email back with original invoice to Sales@iTechLCD.com
- i-TECH Co. will verify the RMA request and e-mail you with the assigned RMA number or reason for denial.
- An RMA Request Form with complete and correct information will be processed within 24 hours
- All products must be returned promptly. The RMA number for any return automatically expires in 10 days
- Parts must be returned in original packaging, complete, and in re-usable condition.
- If i-TECH Co. does not have the item in stock, i-TECH Co. reserves the right to hold the defective parts up to 30 days for repair.
- Mark the RMA number clearly on the outside of each returned box and enclose a copy of this request form and copy of original invoice
- All returned merchandise MUST be insured & shipped prepaid. Damage or loss of goods during shipment is the sole responsibility of the customer. Insufficient packaging or visible product damage may result in the loss of warranty
- **All custom made orders are NON-RETURNABLE. . (Custom made items are Touch Screen, Video Input, high brightness LCD, any LCD larger than 19", Panel PC, IP65 Enclosures, Marine LCD, Sunlight Readable LCD and custom Power Supply)**