

RMA sent to:
AZiO Corporation
 19977 Harrison Ave., Walnut, CA 91789
 Email: rma@aziocorp.com Fax: 909-468-3066

RMA No:
Issue Date:
AZiO RMA Dept. use ONLY!

RMA Steps 1-2-3: 1. Fill out RMA request form COMPLETELY. 2. Prepare copy of the sales invoice(s) for defective good(s). 3. Fax or Email to AZiO RMA Dept. (Fax: 909-839-2629 / email: rma@aziocorp.com)

Name: _____ **Company Name (if any):** _____

Address: _____
(No. and Street) City State Zip Code

Telephone: _____ **Fax:** _____ **Email:** _____

(To protect customers' privacy, the above provided personal information will be used in RMA purpose ONLY.)

AZiO Model / Item No.	Invoice # / Date <small>(Mandatory)</small>	Serial No. <small>(Unique # located at the back of product under bar code.)</small>	Problem Description <small>(Need to be defined clearly)</small>	RMA Req. for	Complete Pkg.	Incomplete Pkg. <i>missing the following parts.</i>
				Credit Replace		
				Credit Replace		
				Credit Replace		
				Credit Replace		
				Credit Replace		
				Credit Replace		

V-V-V-V-V AZiO RMA DEPT. USE ONLY. V-V-V-V-V

Total number of RMA item(s) request: **pcs** Total number of item(s) received: **pcs**

Everyone must follow and meet the following procedure(s) / requirement(s) for proper RMA process. AZiO will not be responsible for any delay due to incomplete/misprint information.

- 1 Customer must fill out the form completely and must provide a copy of invoice from the store purchased to validate product warranty at the time of RMA request. Any request(s) without required information will be ignored. Please follow **RMA Steps 1-2-3** above.
- 2 RMA # is valid for 15 days from the issue date. All product(s) list on the RMA Request Form must receive by AZiO within 15 days. A new RMA # need to be obtained after the validation time. RMA # cannot be reused/duplicated.
- 3 All return product(s) must be securely pack in a box with stuffing materials. All RMA must be shipped with freight/insurance prepaid. A traceable shipping method is highly recommended. Customer assumes risks of loss/damage in transit.
- 4 AZiO uses **1-to-1** ratio for RMA return for replacement(s). If customer wants to have a complete package replaced, you must return product(s) in FULL set.
- 5 All return product(s) for credit/exchange must be in its original color-box including registration card and all accessories (cables, manuals, driver diskette/CD, power adapter/cord...etc.)
(For more information on complete package content, please visit www.aziocorp.com)
- 6 RMA request(s) for credit and/or exchange can be refused at AZiO's discretion.
- 7 Customer will be notified for any out-of-warranty product(s), physical damaged product(s), and non-AZiO product(s) that is received. AZiO will not responsible for freight/insurance charges for returning the above said product(s).
If no instructions from customer within one week, AZiO holds no responsibility for the product(s) thereafter.
- 8 All return product(s) must be **like-new, no physical damages**(including surface scratches and stickers/labels), and in **resellable condition**. All return product(s) will be inspected.
- 9 The RMA # must be clearly marked on the shipping label for all return package(s). **DO NOT PUT RMA # ON PRODUCT DIRECTLY**. Any packages without RMA # marked outside will be refused.
- 10 RMA # will be issued via Phone, Fax, or e-mail whichever is available within 24 hours of request. Turn-around time for RMA replacement(s) is 15 working days from the day the package(s) received by AZiO.
- 11 AZiO accepts RMA from end users **replacement ONLY**. Credit refund and/or exchange are handled by retail store(s).
- 12 DOA (Defected On Arrival) period is 7 working days from the purchase/invoice date.