



A-Power Computer Ltd. email: rma@a-power.com  
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# Return Merchandise Authorization (RMA) Request Form

Please fill out this form to request return. All products returned to A-Power must be accompanied by a valid RMA number issued by us after approval of this request. Incomplete or unauthorized returns will be refused. Customer is responsible for freight charge and damage insurance unless request replacement within 14 days of purchase. After 14 days of purchase, we may refer customer to manufacturer for warranty service or charge shipping & handling fee for facilitating such service. RMA expires 14 days after issuance.

Customer Information			
First Name:		Last Name:	
Street Address:		City:	Prov: Postal:
Phone Number (Day):		Phone Number (Night):	
Fax Number:		Email Address:	

Purchase Information	
Invoice / Order Number:	Purchase Date:
Parts Required for RMA (Part number or model number):	Quantity being returned:
RMA Reason: Defective *	Customer order in error
Other:	Vendor Authorized* (ticket #required below)
Reason for RMA Details:	Vendor Case/Ticket #(if any):

Return or Exchange Request:		
Replacement	Advance Replacement <sup>+</sup> (Complete another form)	Refund (within 14 days. Restock fee may apply)

I have read the Return Policy and RMA policy found on [a-power.com](http://a-power.com). I would like to request for approval to return said products to A-Power. I understand that if restocking fee or shipping/handling fee is required, I will be notified and must pay the fee for RMA to proceed.

\* Buyer agrees to pay a technical service charge of **\$90.00 CAD** for goods tested and found non-defective.

@ Note: all retail box products warranty services are provided by original vendor / manufacturer.

\_\_\_\_\_  
Signature Date

Internal Use						
Received by:				Date:		
RMA Option:	DOA Replace	Warranty	Refund	Approval?	Yes	No