

Advanced Replacement Request Form

* Only use this form for defective product that requires cross-shipment replacement. For other returns, use the Return Merchandise Request (RMA) Form. This may be used in conjunction with RMA form.

Customer Information			
First Name:		Last Name:	
Company Name (if any):			
Ship to Address:		City:	Prov: Postal:
Phone Number (Day):		Phone Number (Night):	
Fax Number:		Email Address:	
Product Information			
Product Name:		Serial No:	
Invoice / Order Number:		Purchase Date:	
Problem Description:			

Is billing address different from Ship to Address? Yes No
If yes, please complete the billing information.

Billing Information			
Billing Address:		City:	Prov: Postal:
Customer Credit Card Information			
*This information is needed for assurance that defective unit will be returned. Please provide information as it appears on card.			
Card Type:	Visa Master Card	Name (as it appears on card)	
Credit Card Number:		Expiry Date:	

PLEASE READ CAREFULLY UPON SIGNING

I authorize A-Power Computer Ltd. To charge my credit card for the cost of the replacement unit if I fail to return the original unit to A-Power within 10 days of receiving the replacement. I understand that A-Power is not obligated to contact me regarding this charge. In addition, I authorize A-Power to charge my credit card for a technical service charge of **\$90.00 CAD** for goods tested and found non-defective. I also authorize A-Power to charge for the value of the replacement unit if the original unit is received damaged in a manner not covered by the limited warranty. A-Power is not responsible if the unit is not packaged correctly and arrives damaged. It is the responsibility of the customer to file a claim with the shipping company. Insurance for shipment can be bought from the shipping company at owner's discretion. A hold in the amount of the unit's current Retail Price in CAD Dollars will be placed on the above credit card account. Funds on hold will not be available for use until the unit is received by A-Power and the issuing bank has processed the release. Your account will be charged if A-Power does not receive the original unit within 10 days. Units received after 10 days from receipt of replacement are subject to 15% restocking fee. Units received after 30 days will not be eligible for a refund.

*Environmental Handling Fee (EHF) for monitor and printer applies to B.C. only, in the event the defective unit is not returned and account is charged.

Print Name:	Signature (Must match name of credit card holder):
Date:	Service No. or RMA No.:

