

## Return Merchandise Authorization Request Form

RMA # :

A Return Materials Authorization(RMA) # is required for all items returns to Primus IT Limited.

RMA requests are typically processed within (1) business day of receipt. Incomplete, erroneous, or missing information may delay processing your request.

Please read this form carefully, provide the requested information and return to Primus IT via email (sales@primus-it.com) or corresponding account manager's email .

After we receive this form, we will email you a Return Merchandise Authorization (RMA) number for your repair/replacement work.

**The contact information below will be used for these updates.**

Date:	
Contact :	Phone:
Company:	Email:
Purchase Order Number:	Fax:

<b>RMA Type</b>	<input type="checkbox"/> <b>Replacement needed</b>	<input type="checkbox"/> <b>Repairment</b>
-----------------	--	--

### Returned Product Information

Item P/N	Serial number	QTY	Reasons for return <small>(Please provide as much details as possible, any attachments/pictures will be much helpful too, including but not limited of description of failure phenomenon, test report result from customer's side, failure judgment result )</small>

*Typical evaluation is 1-5 working days. Unclear or missing technical reason for return may add delay.*

*If any questions ,please contact with sales@primus-it.com*

[www.primus-it.com](http://www.primus-it.com)