

Technical Support

1090 O'Brien Drive / Menlo Park / California / 94025

650.470.0900 Voice

650.470.0913 Fax

SHIP TO			
Company:			
Street:			
Suite:			
City:		Postal:	
State:		Country:	
Contact:			
Telephone:			
Fax:			
<input type="checkbox"/> "SHIP TO" INFORMATION IS SAME AS "BILL TO"			

BILL TO			
Company:			
Street:			
Suite:			
City:		Postal:	
State:		Country:	
Contact:			
Telephone:			
Fax:			
Purchase Order:			

Special Shipping Instructions:	
--------------------------------	--

Abekas / Accom Model:	
Serial Number:	

Warranty Status:	<input type="checkbox"/> IN Warranty	<input type="checkbox"/> OUT of Warranty	<input type="checkbox"/> Unknown
Installation Date:		<input type="checkbox"/> Unknown	

Part Number	Description	Revision	Voltage	Standard	QTY	Price

— Please provide a brief description of the fault experienced on the old assemblies requiring replacement —

↑ PLEASE PROVIDE SOFTWARE VERSION, IF REPLACEMENT ASSEMBLY HAS SOFTWARE ASSOCIATED WITH IT ↑

### ADVANCE REPLACEMENT ASSEMBLY EXCHANGE PROGRAM POLICY

Abekas Customer Service is dedicated to providing timely response to your need for replacement parts. Our Advance Replacement Assembly Exchange program is based upon a partnership with you, the customer. We provide advance replacements to help minimize your downtime and rely upon the prompt return of defective parts, in order to keep this program operating efficiently. Please return the defective assembly to Abekas immediately.

Defective assemblies not returned to Abekas within 10 days for domestic locations and 30 days for international after you receive the replacement, will be billed the full LIST price of the assembly. No further replacements will be sent until the part is returned or paid in full. If the part is subsequently returned, the Full List Price Invoice will be voided; however, a late return/restocking fee in the amount of 20% of LIST price will be incurred.

Please Note: All returned unused assemblies are subject to a 10% restocking fee when returned within the designated timeframe, and a 20% restocking fee if returned late.

**Shipping charges are not refundable under any circumstance.**

**BOARDS DAMAGED BEYOND REPAIR ARE NOT ELIGIBLE FOR EXCHANGE!**

By checking this box, I have read the above policy statement, and will abide by the required rules for this parts replacement exchange:

--	--	--

Requested By

Signature (required only when FAXING this form back to Abekas)

Date

THIS SECTION TO BE COMPLETED BY ABEKAS PERSONNEL	
Order Confirmation:	RMA #: