

Touchscreen Technologies Inc. (TTI)
4939 Hampton Ct.
Lake Oswego OR 97035

DO NOT SEND ITEMS IN WITHOUT A RMA NUMBER
ANY ITEM SENT IN WITHOUT AN RMA NUMBER WILL NOT BE ACCEPTED

RMA NUMBER REQUEST FORM

TTI Use Only

Please fill out this form as complete and as clearly as possible:

RMA Number	
Authorized by	

Customer Name/Code: _____ *Contact:* _____ *Phone Number:* _____ *Fax Number:* _____

Customer Address: _____ *City:* _____ *State:* _____ *Zip:* _____

TTI Item #:	Item Description	Invoice #:	Serial #:	Problem Description:

All systems have 1-year warranty on parts, and labor unless otherwise noted on invoice. Customer is responsible for freight inbound with return FedEx Ground freight included. When a manufacturer's warranty exceeds the TTI warranty, the customer must seek warranty support directly from the manufacturer, once the TTI warranty period has expired. Proof of purchase i.e. a copy of the invoice is necessary in order to provide any service. The RMA number is valid for only 30 days from the date issued. A new RMA number is required if period exceeds 30 days. The RMA number is valid only for items originally listed in the request forms. The items are tested only for the problems listed in the RMA form, so please describe the problem clearly. "Dead on Arrival" must be reported within 72 hours of receipt. **Any physical damage or re-work done to the product or defacing labels on parts or components voids warranty.** Products not found to be under warranty will be evaluated to determine the problem. Estimates for parts and labor (\$120.00 per hour) will be given. Minimum of \$75.00 labor will be charged on all out of warranty repairs. **All "no problem found" returns will incur a \$120.00 fee payable based on current customers account terms.** Return for credit can be accepted only within 30 days from the date of invoice. Please be sure to include all accessories including software and hardware **in its original condition/packing.** Software opened is not returnable. Service & installation charges are not refundable. **Charges will be applied accordingly for any damages or incomplete packaging.** All credits are given on current prices and a 20% restocking fee is charged. Credit on account will be issued within 30 business days from the date merchandise has been returned. **When returning product, place RMA number on packing slip & shipping label only, do not write RMA number on boxes.** Use a shell or outer box to avoid damage in transit, **package w/o RMA number will not be accepted.** All shortcomings, discrepancies, short-shipment etc. should be brought to the notice of TTI within a period of 2 days from the date of the receipt; TTI will not be responsible, or liable thereafter in respect of this RMA. **Please ship all RMA's to 4939 Hampton Ct., Lake Oswego, Oregon 97035.**

NOTE: All computer repairs consist of extensive diagnostics of all components and may include a low level format on all hard drives. It is therefore advised that you back up all critical data before sending your unit in for repair. The Operating System, shown on the original invoice, will be reloaded after the diagnostic process is completed.

Once you have fully read, understood and agree with the rules above please sign below and fax back to (503) 303-5643:

Customer Signature: _____ *Date:* _____ *thank you for your cooperation, Touchscreen Technologies Inc.*