ARCH Computing
www.archcomputing.com

RMA REQUEST FORM

RMA NUMBER

Arch Computing Services Inc.
1108 Scarlet Oak Drive
Colorado Springs, CO
80906
Tel: (866)718-3834 Fax: (719)579-8640

Section 1:

Contact:_____

Tel:(___)___-_____**Ext**_____

Customer No:_____**Fax:**(___)___-_____

Company:_____

Address:_____

_____

Request for: • **Credit** • **Repair/Replacement**

Notes/Remarks

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Section 2.					
Item No.	**Qty**	**Serial Number**	**No.**	**Date**	**Symptom(s)**

Please note the following:

1. **Complete sections 1 & 2 and fax the request with a copy of the INVOICE (Serial Number of product must match invoice).**
2. **Customers will be notified by fax with the RMA #.**
3. **All Dead-On-Arrival (DOA) items must be claimed within 7 days of invoice.**
4. **Any return for credit beyond DOA-7 days is subject to 15% restocking charge.**
5. **Return for credit WILL NOT be given after 15 days from invoice. Request for credit must be pre-approved by ARCH.**
6. **Print RMA # clearly on all mailing labels and shipping boxes. No cross shipping.**
7. **Some manufacturers offer direct warranty which can reduce the processing time by 1 to 2 weeks. Contact RMA for more information.**