

MACH SPEED TECHNOLOGIES, INC.

LIFETIME WARRANTY MOTHERBOARDS

*Invoice required. No RMA# will be issued without the Invoice Number and copy of the invoice.

SHIPPING ADDRESS

110 E. 10th Street
Ada, OK 74820

Tel: (580) 332-8877 FAX: (580) 332-6659

RMA REQUEST FORM

Instructions: Complete form and return by FAX or MAIL with Invoice(s). RMA# _____

Date: _____

Company: _____

Contact Person: _____

Address: _____

City: _____ State: _____ Zip: _____

Tel: _____

FAX: _____

PLEASE NOTE ALL RMA ARE FOR EQUAL EXCHANGE ONLY.

<u>QTY</u>	<u>BOARD/ITEM NUMBER</u>	<u>SERIAL NUMBER</u>	<u>INVOICE * NUMBER</u>	<u>DETAIL PROBLEMS</u>

*******DO NOT SEND BOOKS, CABLES, OR DRIVER DISKS *******

Return the completed form by FAX or MAIL to request an RMA #. If returning this form by FAX, please fax it to (580) 332-6659. An RMA # will be assigned to you and faxed/mailed back to you in a timely manner.

Each RMA # issued is valid for 10 days ONLY. ALL RMAs must be accompanied with a copy of its RMA Request Form and the original receipt(s) or invoice(s) with name return address and phone number of customer.

Please ONLY return motherboards; do not include cables or accessories of any kind. Mach Speed Technologies will only be responsible for returning the motherboards sent no cables, books etc. RMA's for cables and accessories need to be done separately. Returns must be securely packed and have the RMA # clearly mark on the outside of each box and shipping label, with the customer being solely responsible for freight expenses.

We reserve the right to refuse packages and/or return unauthorized items to customers.

Products found to be out-of-warranty or not belonging to Mach Speed Technologies, Inc. will not be replaced. Instead, they will be returned back to the customer freight-collect. Please be advised that there is a service charge for all returned products if they test well. Service charges are assessed as follows: Components \$30/each plus freight. In addition, such products are subject to a 20% restocking fee of the price of the product(s).

After returned products are identified as defective, replacement products will be shipped to the customer via UPS Ground unless other arrangements are made through an Account Executive. Although most RMA's are processed within in 24-48 hours, some product may take up to 2 weeks depending on quantity and availability.

SPECIAL NOTE: MACH SPEED TECHNOLOGIES, INC. IS NOT LIABLE FOR ANY DAMAGE OR LOSS FOR RETURNED PRODUCTS DURING SHIPMENT AND DELIVERY.