

RUGGED NOTEBOOKS

RMA Intake Sheet

Date: _____ RN RMA# _____
Customer: _____
Contact Name: _____ Contact #: _____
Date Purchased: _____ Email: _____
Type of Unit: _____ Serial #: _____
Username: _____ Password: _____
Under Warranty? _____ Warranty Expires: _____
Problem Description: _____

Return Shipping Address: _____

You will need it to safely ship your system to Rugged Notebooks for service or repair. *Prior to shipping any equipment back, Please ensure you backup any critical data, in the event the technician needs to either reformat or reimage the hard drive. Rugged Notebooks will not be held responsible for any loss of data during the troubleshooting process.*

Out of Warranty Repair items will be charged a \$100.00 diagnostic fee in the event the customer decides not to proceed with the quoted repairs. Customers are responsible for payment of parts, labor and return shipping and handling charges.

Packing and shipping instructions:

Use Rugged Notebooks original packaging or equivalent, to protect goods from physical damage, and put the RMA number on the out side of the box. You should also enclose a note that includes your return address, day time telephone number (fax number if applicable), a detailed description of the problem, **Any user name and passwords needed to logon to your notebook with administrator privileges** (used for testing purposes only) and a copy of your dated sales receipt, if available. Please only ship the items requested by the technician, as Rugged Notebooks will not be responsible for items not pertinent to the trouble shooting process. Upon receipt of your RMA, a detailed inventory of all items and any pre-existing damage will be kept with the RMA paperwork. If Rugged Notebooks determines that a product arrived in insecure or unreliable packaging, Rugged Notebooks will charge \$15.00 for standard packaging to return ship.

Send your System to: **Rugged Notebooks Inc. RMA#????**
1574 North Batavia Street, Suite 2
Orange, CA 92867

Your system will then be rushed to Rugged Notebooks, repaired (at Rugged Notebooks discretion) and then returned to you as quickly as possible. In Warranty Standard Domestic return shipping is via United Parcel Service (UPS) Ground Service. *International both way shipment costs, Freight charges and Duties/Tariffs are the responsibility of the Original Customer/Purchaser and will be invoiced accordingly whether in or out of the warranty period.* All others can, at their discretion, pre-pay for quicker return shipping utilizing UPS, Federal Express (FedEx), DHL or the United States Postal Service (USPS).