



# RMA REQUEST FORM

To replace a defective product, enter your contact info and product information in the form below. Next, fax or email it to customer support. You will be contacted by a customer support representative with details for obtaining a refund or replacement.

Toll Free Phone: (877) 292. 1701  
Phone: (949) 861.2800  
Fax: (949) 861.2811  
Email: c\_support@acp-ep.com

**RMA#** \_\_\_\_\_

## Customer Return Materials Authorization

### Customer Details

Company: \_\_\_\_\_  **THIS IS AN ADVANCE REPLACEMENT**

Credit Card Number\*: \_\_\_\_\_  
*\*ONLY MASTERCARD OR VISA ACCEPTED*

Address: \_\_\_\_\_ Exp: \_\_\_\_\_ Security Numbers: \_\_\_\_\_

City: \_\_\_\_\_ Name on Card: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Billing Address: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ City: \_\_\_\_\_

Email: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Product Details

Part Number	IM Sku #	Qty	Reason for Return	System	Date
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Notes:

Request received by: \_\_\_\_\_ Sent On: \_\_\_\_\_

## Shipping Directions:

Once the form has been completed with the RMA #, ship product and form back to:

**ACP-EP  
RMA#  
Please Call For  
Shipping Address**

- Please put RMA number on outside of the package
- New product will be shipped out as soon as defective product is received
- **Advance Replacement RMAs will be charged when product is shipped and credited when product is received**
- If product is not a manufactures defect, it will be shipped back at customers expense
- Parts must be returned with reasonable care & packaging
- ACP-EP recommends shipping with a carrier that provides tracking information

**Add-On  
Computer  
MEMORY UPGRADES**

TECH SUPPORT (949) 861-2800

P/N: AA533D2S3/256MB

IMSKU: F72387

10357

256MB PC2-4200 DDR2-533 SODIMM



8 21455 00002 1

IM SKU #

PART NUMBER