



RETURN MATERIAL AUTHORIZATION FORM

Issue To: _____ Return To: _____
 Customer No. : _____ Company _____
 Company _____ Address 1 _____
 Contact _____ Address 2 _____
 Phone No. : _____ Ext. _____ City _____ State _____ Zip _____
 Fax No. _____ Attention _____

Item No.	Invoice No.	Invoice Date	Qty	Serial No.	Problem

Remarks _____

Return Evaluation Defective Repair Cross Ship Replacement*
RMA No. (Issued by ICY DOCK Only)

ICY DOCK USA Warranty for US & Canada Customers

ICY DOCK USA Corporation ("ICY DOCK") warrants all its products to be free from defects in material and workmanship for a period of one (1) year from the date of purchase from ICY DOCK or its authorized reseller including all ICY DOCK removable device enclosures and accessories purchased from ICY DOCK that are specifically intended for use with these products. Other manufactures' product sold by ICY DOCK is covered for one (1) year or warranty provided by its original manufacturer. Subject to the conditions and limitations forth below, ICY DOCK will, at its option, either repair or replace any part of its product that proves defective because of improper workmanship or materials from ICY DOCK. Repair parts or replacement products will be either new or refurbished to be functionally equivalent to new. This warranty does not cover any product damage that result from accident, abuse, misuse, natural or personal disaster, external power surge or failure, or any unauthorized disassembly repair or modification. ICY DOCK will not be responsible for any software, firm-ware or other customer data stored within, or interfacing with a ICY DOCK product.

ICY DOCK USA RMA Claim Procedures

1. Fill out this RMA form and fax it to 626-956-8811. ICY DOCK USA Customer Service will issue a RMA number when all information is properly provided. No product return will be accepted without a RMA number issued by ICY DOCK USA.
2. Pack the returning products safely, write the RMA number in clear letters on the out side box, ship the products back to ICY DOCK USA insured using a traceable carrier. ICY DOCK USA does not warranty any RMA product damaged during shipping.
Please Ship the RMA product to:

ICY DOCK USA Corporation
 1307 John Reed Ct
 City of Industry, CA 91745 U. S. A.
 Attention: RMA Department

3. Please expect 10~14 working days for product repairing. For RMA status, please call 626-956-8800

* COD or credit card guaranteed required for any product replacement in advance.