

Issue To:

Customer No. _____
 Company _____
 Contact _____
 Phone No. _____ Ext. _____
 Fax No. _____

Return To:

Company _____
 Address _____
 Phone No. _____
 City _____ State _____ Zip _____
 Attention _____
 E-mail _____

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

Remark

Return Evaluation Return for Credit Defective Repair Cross Ship Replacement*

RMA No. *(Issued by Cremax USA Only)*

Cremax USA Warranty for US & Canada Customers

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

Cremax USA RMA Claim Procedures

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

ICY DOCK Cremax 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.ICY DICY