



RMA REQUEST FORM

Contact Information

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- 1-Dead On Arrival (DOA)*
- 2- Warranty
- 3- Paid Return & Repair
- 4- Others

**DOA If the unit fails within 24 hours of operation and has a serial number with a date code that falls within 90 days from the date that the unit was shipped from Extreme, then the unit will be replaced with a new unit. A service contract is not required in this case*

Service Request #

RMA #

Customer Information

Contract Number _____
 Company Name _____
 Requestor Name _____
 Billing Address _____

 Telephone _____
 Fax _____
 Email Address _____

Ship To

Company Name _____
 Requestor Name _____
 Shipping Address _____

 VAT # (Europe only) _____
 Telephone _____
 Fax _____
 Email Address _____

All returns to Extreme Networks must be properly packaged with materials provided. RMA # must be clearly marked on the outside of the box
 Equipment returned with insufficient packaging will be invoiced at full value in the event of damage.

#	Product Description	Part#	Serial #	Client internal#	Descriptions	Price	Problem Reported - Reason for Return
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Total



Product Description	
Service Request #	
RMA #*	

* Obtained from MID customer service department