

**Techcharity.com**  
**121 Mission Falls Lane**  
**Fremont, CA 94539**  
**Tel: 510-440-8635**  
**Fax: 510-657-5137**

**RETURN MERCHANDISE AUTHORIZATION REQUEST FORM**

To request a Return Merchandise Authorization (RMA) number please complete this form (signature required) and fax it to (510) 657-5137. Techcharity's RMA department will issue a RMA number based on the information contained in this form. Notification of the RMA number will then be faxed to the fax number or emailed to the address you provided.

Please print all fields

Company Name \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Email Address \_\_\_\_\_  
Order Number \_\_\_\_\_

Contact \_\_\_\_\_  
Fax Number \_\_\_\_\_  
Order Date \_\_\_\_\_

Please send the RMA number to:

- Email Address
- Fax Number

Item Description:

Serial Number :

Detailed Description of Problem :

Action Requested

Replacement

Refund

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**NOTE –**

**Please review attached Return policy statement to ensure your request will be accepted.  
The Return Policy is posted on [techcharity.com](http://techcharity.com).**

## Return Policy:

Techcharity offers a **20-day return policy** on selected items based on manufacturer return policies. For further information not listed, please contact our Customer Service directly at [customerservice@techcharity.com](mailto:customerservice@techcharity.com).

- NO returns of any type will be accepted without an RMA number.
- All products returned **MUST**: be 100 percent complete, contain ALL original boxes and packing materials, have original UPC codes on the manufacturer boxes, contain all manuals, blank warranty cards and other accessories and documentation provided by the manufacturer.
- Product(s) returned must be securely packaged in an external carton.
- All RMA products must have the RMA authorization number clearly marked on the exterior shipping box or package and not the product box itself.
- Customer is responsible for shipping charges on returned items.
- Once an RMA authorization number has been granted, the Customer has 5 business days to return the product to Techcharity.
- Techcharity strongly recommends you fully insure your return shipment in case it is lost or damaged. The carrier that can provide you with proof of delivery for your protection. Techcharity will not accept damaged shipments. They will be refused upon delivery.
- **If merchandise arrives damaged**: it is best to REFUSE it back to the carrier attempting delivery. If you accept the package make sure it is noted on the carrier's delivery record in order for Techcharity to file a damage claim. Save the merchandise AND the original box and packing it arrived in. Notify Techcharity immediately to arrange for a carrier inspection and a pick up of damaged merchandise. If you do not notify Techcharity of damaged goods within the first 5 business days of arrival, our regular return policy will override any claim of damage, and will be subject to manufacturer restrictions.
- **DEFECTIVE** returns can be returned to Techcharity within 20 days from the invoice date, at Techcharity's discretion for: credit, replacement, exchange or repair. Manufacturer restrictions do apply. After 20 days, all manufacturers' warranties apply.
- **NON-DEFECTIVE** returns can be accepted within 20 days from the invoice date, at Techcharity's discretion for: credit or exchange. All NON-DEFECTIVE returns are subject to a 15% percent restocking fee.
- Due to manufacturers' policies, Techcharity cannot accept returns of the following items for exchange, replacement or credit **FOR ANY REASON**: (Compaq, IBM, HP). These items are subject to manufacture's warranty only.
- Additional manufacturers may be added to this list as: manufacturer policies change, manufacturer goes out of business or in the case of specially ordered items.
- Customer is responsible for reporting any shortage of goods within 48 hours of shipment receipt.
- Techcharity reserves the right to authorize product returns beyond 20 days from the invoice date. IF the product is accepted after 20 days, credit will be issued toward FUTURE PURCHASES ONLY. Original shipping charges are not refunded on returned items.
- Customers are responsible for all return shipping charges, and Techcharity will pay the shipping charges on the replacement or exchange item(s) going back.

## Software Return Policy:

- Only defective software can be returned to Techcharity. The return must take place within 10 days of invoice date and may only be **replaced** for the SAME software. Unopened software may be returned for refund or exchange within 20 days of invoice date at Techcharity's discretion.