

Please complete and fax to 631-249-5536 and you will be contacted with a RMA#.

RMA #: \_\_\_\_\_



*Small Approach to Big Change*

RMA (Return Merchandise Authorization) Request Form

Company Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

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

Fax: \_\_\_\_\_

Return Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

\_\_\_\_\_

Contact you via  Fax.  Phone  Email

\_\_\_\_\_

If your operating system (OS) is unable to operate, do you want us to preload OS? If yes, please specify OS.  
 Win98  Win2000  WinXP Home  WinXP Pro.

If your billing address is same as above, please check here.

Billing Address: \_\_\_\_\_

System with username and password, please provide below or email to: [tech@digicomint.com](mailto:tech@digicomint.com) along with RMA # on subject line.

\_\_\_\_\_

\_\_\_\_\_

Unit Model	Serial Number	Reason	F	L	O	R

F = Full Warranty L= Limited Warranty O= Out of Warranty R= RMA Warranty

Policies & Procedures:

- Warranty Information:** Mercury models have Three year full warranty (First year covers freight out, Second and Third do not cover freight in or out). Sonic I/IV models have one year full warranty, and one year limited warranty. Booksize w/B69/B79/B49 models have one year full warranty. Panel PC, IPOS series units have one year full coverage warranty.  
\*\* Limited warranty covers parts; \$75 service charge plus shipping.
- All repair units must have a valid RMA number; otherwise it will not be accepted for diagnostic and repair. RMA number is valid for only 15 days.
- Ship via a traceable carrier and insure proper packaging.
- The LCD monitor has to be packaged by plastic bubble wrap.
- A repair summary will be faxed to customers IF there is any charge. Customers must return the summary with an authorization signature.
- RMA warranty is 90 days.
- Return for Credit must returned within 30 days in order to receive full credit. Between 31-60 days, a 20% restocking fee will be applied. After 60 days, no return for credit will be issue.
- IPOS, Panel PC and Booksize, is recommended to be ship with hard drive in the system. Otherwise, all the diagnostic work will be performed using DigiCom's hard drive.
- \*We will not be responsible for any data lost, in the hard drive, during repairs. Please backup important information. Thank you.

Person returning product: \_\_\_\_\_

(Print Name)

\_\_\_\_\_

(Signature)

\_\_\_\_\_

(Date)

Digicom International Inc.  
155 Rome St. Farmingdale, NY 11735  
RMA Department: Tel: (631) 249-8999 Fax: (631) 249-5536 Email: [tech@digicomint.com](mailto:tech@digicomint.com)