

RETURN MATERIAL AUTHORIZATION (RMA)



To : Contact :
Fax No : Email : @

From : PikaOne Support Centre Contact :
Fax No : Email : @

Date :
Re :

Please find hereafter your RMA number and RMA conditions for the following product:

Product designation :
PikaOne Model :
Serial Number :
Hotliner's diagnostic :

RMA number (*) :

*RMA: Return Material Authorization

The defective product must be received at the PikaOne reseller . If the product is in good condition (*) PikaOne guarantees the return of the product (new or repaired) within two weeks starting from the date of reception of the defective product. **This document must accompany the defective product and the RMA number must be clearly visible on the outside of the package.**

- a) An extension to the warranty will not be granted. Except, if the delay is more than 4 weeks from receipt by the PikaOne subsidiary, PikaOne will extend the warranty corresponding to the additional repair time (normal repair delay is 7 working days). This condition will apply only to products under Warranty. However, PikaOne accepts no responsibility if the mass storage supplier is out of stock. In this case, if the end user cannot wait, PikaOne will offer to exchange the product for a similar one. The price difference to be charged to the reseller.
 - b) If the product received is damaged (tagged, scratched, ..), a non conformity notification will be sent to the PikaOne reseller and the product will be stored in a specific location at PikaOne 's warehouse, pending a response from the reseller. In this case, the 2 weeks repair period will be frozen until an answer is received.
 - c) If the product is damaged or destroyed during transport, the consignee must reserve his rights with the carrier so that the latter's damage in transit insurance can be brought into effect. If the product does not conform (wrong disk drive inside the casing, bezel or cover scratched...), the sender will be notified and the warranty conditions will be reviewed.
 - d) Except for DOA procedures, the reseller must send products to PikaOne in the original or correct packaging without any accessories (tape, cartridge, cable, software...). If these are included, PikaOne will send them back to the PikaOne reseller.
 - e) In case of DOA request (Dead On Arrival), the reseller must send products to PikaOne in the original packaging including software and the complete accessories (tape, cartridge, cable, keys).
 - f) In no manner whatsoever will PikaOne be held responsible for loss of data contained in the defective product (tape, hard disk, etc...). Upon return of the product no software will be installed by PikaOne on the Hard disk.
- (*) If the product has not been opened (traces of scratches on the screws, ...), is not dirty, scratched or dented or if no unspecified noise is audible when it is shaken, it is declared to be in good condition from an external point of view.

I hereby declare taking notice of the repair and return conditions of the PikaOne products.

Mr/Mss : Date :

Signature :