

Lotus Electronics

7201 Haven Ave #E553
Rancho Cucamonga, CA 91701
Tel. 909-899-3583
Fax. 909-346-3331

RMA PROCEDURE

During the term of the warranty, Lotus Electronics will repair or replace any defective products returned to Lotus Electronics. To request warranty service, the customer must:

1. Call Lotus Electronics Representative within the warranty period.
2. If warranty service or replacement is required, Lotus Electronics will issue a Return Material Authorization (RMA) number. Please note: If Lotus Electronics does not receive the product within 15 days of issuing an RMA number, Lotus Electronics will invalidate the original RMA number and you must obtain a new one.
3. Provide Lotus Electronics Sales Representative with the:
 - Invoice Number
 - Purchase Date
 - Brand Name (for Power Supply only)
 - Serial Number (for Power Supply)
4. Ship the product back freight prepaid to the designated Lotus Electronics service center in its original packaging or equivalent, including:
 - A copy of the original invoice
 - An RMA authorization clearly marked on label outside the box
 - A written note stating the reasons of the return with full description of symptoms and problems
 - Omitting to include a note will delay service until you fax to Lotus Electronics the needed information (for Power Supply)
 - Prepay and insure the shipment or accept the risk of loss and damage
 - Ship the defective parts only. Do not ship the whole chassis if only the front panel or the power supply is defective.
5. Please allow 14 days for repair or replacement of your RMA.

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RMA Form

RMA Number :
Date :
Requested by :
Company :
Fax Number :

Inv. No	Qty	Item	Problem Description

Please obtain a RMA number by calling your Lotus Electronics Account Representative before shipping any item back!

Note:

- 1. All returning items must be received before replacement can be issued!
- 2. All RMA are shipped UPS Ground.

Approved By: