

RMA Service Request

All service or return refund requests must include this form along with all original accessories. Please follow the instructions below to return your product for testing, repair, and possible replacement. All credit/refund requests should include a copy of the sales order or invoice. Failure to include this form could result in significant delay in processing.

| Customer Information | Product / Order Information |
|--|--|
| Name: _____ | Model No: _____ |
| Email: _____ | Serial No: _____ |
| Phone: _____ | Purchase Date: _____ |
| Support Ticket No: _____ | Order No: _____ |
| Return Address: _____ _____ _____ _____ | RMA No: _____ |
| | Select one: <input type="checkbox"/> Service (Repair / Repair Device) <input type="checkbox"/> Credit / Refund |

Problem Description:

Instructions:

1. It is very important to include this RMA Service Request form and device accessories with your service request. Failure to do so will result in your RMA being placed on hold until this form is received.
2. Refunds can only be issued for purchases made within 30 days. Products missing any accessories or original packaging will require a 20% restocking fee. Please refer to our RMA guidelines here: <http://support.mvixusa.com/customer/portal/articles/1170638>
3. All international RMAs must mark the return package as "Defective product being returned for Warranty Service". Failure to do so will require the customer to pay import duties or brokerage fees.
4. Please follow the complete RMA procedure as explained here: <http://support.mvixusa.com/customer/portal/articles/1170641>
5. All returned products must be in original, new condition and include all original packaging and parts. If an item is damaged or if there are missing parts, an appropriate amount will be deducted from the refund amount. Shipping costs are never refunded.
6. Please ship the defective unit(s) and this completed RMA Service Request form to the address provided in the support ticket. To expedite your request, write the RMA no. on the shipping box.

| For Office Use Only | |
|---|-------------------------|
| Items Received: | Test Results / Comments |
| <input type="checkbox"/> Device | _____ |
| <input type="checkbox"/> Retail Box w/ all accessories <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Antenna | _____ |
| <input type="checkbox"/> A/c Adapter w/ power cable <input type="checkbox"/> | _____ |
| <input type="checkbox"/> International Adapter | _____ |
| <input type="checkbox"/> Ethernet Cable | _____ |
| <input type="checkbox"/> Manual w/ CD <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Remote Control | _____ |
| <input type="checkbox"/> USB Cable | _____ |
| <input type="checkbox"/> HDMI # _____ Component # _____ | _____ |
| <input type="checkbox"/> HDD Bracket | _____ |
| <input type="checkbox"/> Miscellaneous Items | _____ |

