



RMA Request Form

RMA No.

Return to: **ICT Technologies & Services Limited**
 Attention: Miss Jan Wong
 Email: css@ictts.com
 TEL: (852) 2460-1862 ext 331
 FAX: (852) 2460-1266

Request Information:

Customer:			Date :
Address:			
Contact Person:	Email:	Tel.:	Fax :
Original Invoice number:		The below are for ICT ONLY	
Original Invoice date:		Under warranty: <input type="checkbox"/> yes <input type="checkbox"/> no	
Product number:		Quotation required: <input type="checkbox"/> yes <input type="checkbox"/> no	
Serial number:		Quotation number:	
Fault Description:			
Return Rules & Policy:			
<ol style="list-style-type: none"> 1. Please fill the RMA number in the top left corner box once get an RMA number. 2. RMA number is valid for 30 days after the day of issuance. 3. The RMA number must be prominently displayed on the shipping label of package as well. 4. Any product returned without an RMA number may be refused. 5. Returned goods must be shipped in freight prepaid. 6. A copy of this RMA form and invoice/receipt must accompany the return product. 7. Return products should be freight insured by customer. 8. Any product does not match the fault in the description will be classed No Fault Found. 9. ICT reserves the right of charging for handling and labor if the product received for repair is no fault found. 10. By signing below, customer understand and agree with the above rules and policy (signature is required when sending back with the faulty unit). 			
Customer Signature:			

Return Information:

The below are for ICT ONLY		Return Received by:
Goods return Date:		
New unit:	<input type="checkbox"/> yes <input type="checkbox"/> no	
New Serial number:		



RMA Procedure

1. Contact

Attention: Miss Jan Wong, Customer Service Organization

Email: css@ictts.com

Phone: (852) 2460-1862 ext 331

Fax: (852) 2460-1266

Shipping address: Rm. 1501-2 Chinachem Johnston Plaza, 178-186 Johnston Road, Wan Chai, Hong Kong.

2. Services Introduction

2.1 Under warranty products, we warrant RMA services in free of charge.

- Warranty does not cover user induced damage such as accident, abuse, misused, tampered with, subjected to abnormal working conditions, or unauthorized modification.
- Warranty services is not including renew/replacement package (including package box and so on) and accessories (including power code, cables and so on). However, if customer request for renew/replacement the package or accessories, ICT would charge for reasonable price.

2.2 Out of warranty services, we charge for the repair and replacement fee in quotation basic. Please contact the above if required.

2.3 Phase out Product's RMA services will be subject to the service level by product vendor, please contact the above if required.

3. Procedure

3.1 Get RMA Request Form from our website and fill in the necessary information. Send back the form to ICT via email or fax. Every defective unit should fill up a separate RMA Form. After we received the form, we will check if service quotation is required, then RMA number will be issued and you can ship the defective unit back to ICT.

3.2 Return the defective units

To avoid any problems and delay please attach the copy of the RMA Request Form with every defective unit. Double checked if the serial number of defective unit and the RMA number are matched. Please make sure you have put the defective unit in good packing, ICT is not warranty if any damage during in transport.

For oversea customer, please provide packing list, invoice and shipping information one day before the arrival date.

3.3 Tracking status

Please send email to above with the RMA number.

3.4 Defective unit return to customer

We will contact you before to ship the unit back, either self-pickup or by courier. Please sign the RMA return in the RMA Request Form.

For oversea customer, we will send invoice and reference documents before returning goods.

If you found damaged while receiving the goods, please:

1. Describe the abnormal on the shipping document while you sign for receiving;
2. Take pictures
3. Keep the goods as originally as it arriving
4. Send email/fax the pictures with damage descriptions to the above contact

All the information above is necessary for us to claim to insurance. ICT would reserve the rights not to repair/replace unit if customer cannot provide all information.

4. Shipping charge

The customer pays the shipping fee in their own cost.

ICT reserves the right to revise the RMA policy above and the warranty introduction prior the notice to customer.