



33200 Western Ave.
 Union City, CA 94587
 Tel: 510-498-8888
 Fax: 510-498-8488
 RMA@DYNATRON-CORP.COM

RMA # : ____

Issue Date : _____

CUSTOMER RMA REQUEST FORM

COMPANY NAME: _____

DATE: _____

ADDRESS: _____

TEL: _____

CITY/STATE/ZIP: _____

FAX : _____

Item Number	Qty	Invoice Number	Invoice Date	Reason(s) For Returning	For RMA Use Only		
					Repair	Replace	Credit

RMA Instructions: 1.) Please complete this form and specify your request if returning for credit. 2.) Fax back the completed form to obtain a RMA number.

3.) Attach a copy of this form and print RMA number on package. 4.) Pack properly and ship with freight prepaid.

Returning Policies: 1.) RMA number is valid for 30 days. 2.) Minimum 15% restocking fee for returned products after 30 days of purchase.

3.) Used products are not allowed for credit. 4.) Shipper is responsible for damage or loss of returning goods.

* FOR MORE INFORMATION, PLEASE REFER TO OUR WARRANTY POLICY. THANK YOU. *

Received By Dynatron:	Date:	Returned To Customer by:	Date:	Returned Via / Received By:
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Remarks:

Warranty Policy:

1. Dynatron offers limited manufacture warranty for all products from the date of purchase: 12 months warranty for sleeve bearing fan, all active coolers, LED product, other parts and products; 24 months warranty for single ball bearing axial fan; and 60 months warranty for dual ball bearings axial fan and all passive coolers.
2. All replacement products will have 90 days extended warranty from the original warranty period.
3. Dynatron will repair, replace, or credit defected products under normal application. Our technician will determine the nature of failure. Equivalent or higher grade items may replace discontinued items.
4. Misused (operating other than recommended application list), modified, or improper installation of products will void all warranties.
5. Dynatron shall warrant and cover up to the maximum value of the defected product itself only. Unless otherwise prescribed by law, Dynatron shall not be liable for any other subsequent property damages or personal injury incurred due to the usage of product under all circumstances.
6. Dynatron's warranty applies to direct merchants only. We do not accept any individual request regarding warranty issue.

Return Procedure:

1. Please call our RMA department to obtain a RMA request form, or you can download the form from our web site <http://www.dynatron-corp.com>.
2. Fill out the RMA request form with complete information, and fax back to 510-498-8488 to obtain a RMA number.
3. Dynatron RMA department shall issue a RMA number within 48 hours. The RMA number is valid for maximum 30 days. If you do not receive your RMA number, please call and check again.
4. All returning RMA packages after 30 days of issuance are subject to refusal at customer expense.
5. Please attach a copy of filled RMA request form together with proper packing when returning products.
6. Print RMA number on the shipping label, or mark clearly on every returned package.
7. Please ship back the package(s) to Dynatron with freight prepaid. No freight collect is allowed.
8. Improper packaging or insufficient packing materials, which cause damages to the returning products, may result in loss of warranty.
9. Missing contents or loss of entire package(s) during shipping is the sole responsibility of the shipper.
10. Upon receiving returned products, Dynatron RMA technicians shall inspect and process your RMA request within 14 days.

Credit Or Exchange:

1. New and saleable products may return for full store credit within 30 days of purchase.
2. A minimum of 15% restocking fee will be imposed for all returned products after 30 days of purchase.
3. Products longer than 1 year from date of purchase or discontinued items are not allowed for credit nor exchange.

Damage, Shortage Or Wrong Items:

1. If there is any physical damage on the package, please notify the carrier immediately and obtain a written report from their inspector. Report the case to Dynatron within 24 hours of receiving goods.
2. Dynatron strongly suggests our customers to open and count the content of every package as soon as possible. For any missing or wrong items received, please obtain and fill out a claim form, or send a written report, either by email or fax, to Dynatron within 7 days upon receiving. Delayed to reporting may limit your right for a full claim.
3. Please email proven digital photo(s) to rma@dynatron-corp.com. This will expedite your claim procedure.