

RMA Request Form

KaleidoNet, Inc.

DBA: Areca USA

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IMPORTANT RMA PROCEDURES

1. Must complete all information and return by Fax or email with the original purchase invoice.
2. All request serial numbers must match with the original invoice.
3. RMA number will be issued within the same day the request form received.

Company Name _____ Customer# _____

Address _____

City: _____ State _____ Zip code _____

Contact _____ Date Fax (or email) _____

Phone _____ Fax _____ Email _____

QTY	PRODUCT ID	FULL SERIAL NO#	INV NO#	INV DATE	DATAILED PROBLEM
Special request					
<u>FOR ARECA USA RMA USE ONLY</u>					

RMA TIPS: To speed RMA process, please describe the problem as detail as possible. Please attach another sheet if need. Please be sure to check ARECA "Knowledgebase" <http://faq.areca.com.tw> first for common issues. Your problem may have already been addressed with a solution.