

MTC WORLDWIDE CORP.
 17837 ROWLAND STREET
 CITY OF INDUSTRY, CA 91748-1122
 TEL (626) 839-6800 EXT 156
 FAX (626) 839-6859 RMA DIRECT LINE

e-mail: rma@mtcusa.com

FOR MTC USE ONLY
RMA#

PRODUCT RETURN REQUEST FORM

USE COPY OF **FORM II** FOR ADDITIONAL REQUEST

Company _____

Contact Person _____

E-mail _____

Tel () _____ Fax () _____

CHECK HERE IF ABOVE TEL/FAX NO. HAS CHANGED

IMPORTANT INSTRUCTIONS FOR INTERNATIONAL RMA RETURNS

1. Warranty starts from the date of original invoice of purchase, warranty details are printed on the back of invoice.
2. Fill out this form completely and fax to MTC RMA direct line at (626) 839-6859.
3. RMA number is valid for 15 days.
4. No invoice # and invoice hard copy needed.
5. Ship defective goods DOOR to DOOR to us freight PREPAID. MTC will NOT pay any charges for incoming RMA shipments, we will pay for the freight back to you DOOR to DOOR after the goods are repaired or replaced.
6. Please **MAKE SURE** the following statement to be shown on the INVOICE OF THE RMA RETURN:

DEFECTIVE INTERNAL HARD DRIVE WITHOUT ANY POWER SOURCE ATTACHED ARE RETURNED FOR REPAIR OR REPLACEMENT UNDER ORIGINAL MANUFACTURE WARRANTY; NO COMMERCIAL VALUE; INDICATED VALUES FOR CUSTOM PURPOSE ONLY

ITEM NO	SERIAL NO	* DEF CODE	RMA APRV	REMARKS	DEFECTIVE CODE DESCRIPTION (enter proper code into * def code box)
					1. BAD SECTOR
					2. ERROR READING DRIVE C:
					3. HDD CONTROLLER FAILURE
					4. H. LEVEL FORMAT FAILURE
					5. INTERMITTENT FAILURE
					6. L. LEVEL FORMAT FAILURE
					7. DOESN'T SPIN(DEAD)
					8. NOISY
					9. NOT READING DRIVE C:
					A. PARTITION FAILURE
					B. READ/WRITE ERROR
					C. SECTOR NOT FOUND
					D. WON'T BOOT UP
					E. DON'T WORK
					H. OTHERS
					I. WON'T BE DETECTED
					J. PHYSICAL DAMAGE
					K. WON'T ALLOW FORMAT

LOWER PORTION IS RETURN AUTHORIZATION FOR MTC USE ONLY

THE LABEL BELOW MUST BE USED AS THE SHIPPING LABEL FOR THE PACKAGE

RMA APPROVAL

1. This RMA is void after 15days from the date issued.
2. Package without this RMA Shipping Label will be refused and returned to you.
3. Improper packing of this package could result in the refusal of returned goods.
4. Keep the upper portion of this copy as a reference of your RMA number.



RMA#	
EXPIRES	QUANTITY APPROVED

SHIP TO

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 17837 ROWLAND STREET
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