

RMA REQUEST FORM

Please use this form to request an RMA number for the return of warranty and non-warranty products. It is essential to include all information, including serial numbers, to accurately identify each item, understand the problem and determine warrant-ability. Please use 1 form per manufacturer / per model.

PO # _____

DATE: _____/_____/_____

CUSTOMER INFORMATION

COMPANY NAME		PHONE		ADDRESS	
CITY		STATE		ZIP CODE	
CONTACT NAME		EMAIL			

SERVICE REQUIREMENTS

SAVE TIME! Please fill out the below service description, in case the information is not complete, your RMA requirement may be rejected by our service department.

MANUFACTURER	MODEL #	TYPE**	PART #	SERIAL #	REPORTED PROBLEM

**Product Types: MONITOR (MO), PRINTER (PR), BILL VALIDATOR (BV), BRAIN BOX OR MAIN BOARD (CPU), BUTTON PANEL (BP), POWER SUPPLY (PS)

- **Repair Estimates / Quotes:** Each customer will get 30 days after completion of repair inspection to approve repair. If we do not receive an authorization for the repairs, we will take possession of the unit(s) and charge you an evaluation fee for the time spent diagnosing the unit(s).
- **Repair Orders:** Each customer will get 60 days after completion of the repair to submit a purchase order. If we do not receive a purchase order for the repairs, we will take possession of the unit(s) and dispose of the unit(s) as we see fit.
- **Scrap Requests:** Each customer will have 30 days from the date of the scrap request to approve the scrap. If we do not receive your approval for the scrap we will dispose of the unit(s) as we see fit.
- **Re-box fee:** Boxes or external packaging containers must be in compliance as set forth by Fed-Ex, UPS, USPS and other approved domestic shipping providers. Internal packaging material must be used to protect the product during transportation. Approved packaging material may be precast foam, bubble wrap (ESD safe or regular) or popcorn. Please limit LCD's to one per box. Circuit boards or other smaller electronics must not exceed 4 per box. Re-box Fee: Sizes 19" - 26" \$15 Re-box Fee: Sizes 32" and up \$20
- **WARRANTY DOES NOT COVER:** No problem found; Clean, Tune and Test; Damages or Vandalism; Salting; Currency Upgrades; Software Updates; Missing Parts
- **THERE WILL BE SERVICE CHARGES FOR CASES OF:** No Problem Found
- If out of warranty, we will send a repair estimate for standard parts and labor. **THERE WILL BE ADDITIONAL CHARGES FOR:** Excessive Cleaning, Damage/Vandalism, Salting, Software Upgrades, Missing Parts

Please fax this form to 702-920-8678 or Email: RMA@CasinoTech.com. You will receive an RMA number and shipping instructions via E-mail.

*****Please refer to ship to address on RMA return email*****

