

Vortex America / Mshop360  
 450 Parkway  
 STE - 102  
 Broomall, PA 19008

RMA CENTER DIRECT LINE  
 610.994.3324

EMAIL: [ryan.fitz@vortexamerica.com](mailto:ryan.fitz@vortexamerica.com)

## VORTEX AMERICA RMA REQUEST FORM

(For voice mail repair)

**INSTRUCTIONS:** Complete form and include it in your shipment with the voicemail, or e-mail to [ryan.fitz@vortexamerica.com](mailto:ryan.fitz@vortexamerica.com)

Company: \_\_\_\_\_ Name: \_\_\_\_\_

Date: / /

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone : \_\_\_\_\_

Fax: \_\_\_\_\_

Sent by/Contact: \_\_\_\_\_

Email: \_\_\_\_\_

<b><u>Vortex USE ONLY</u></b>
RMA #
Issued By:
Date:

ITEM #	PROBLEM

ITEM #	IES Additional Work
<input type="checkbox"/>	Redefault IP to 192.168.254.252
<input type="checkbox"/>	Redefault Username and Password
<input type="checkbox"/>	Transfer Database and Messages

- Service return Items must be **received on or before** the Warranty period expiration date.
- Products returned for credit are subject to restocking fees and must have approval prior to shipping.
- **PACKING:** This RMA form must be included with item sent in for repair. Damage or loss of goods during shipment is sole responsibility of the customer. Insufficient packaging may result in loss of warranty. **Do not use styra foam peanuts for packing material. Computer parts must be packaged in an anti static bag/container.**
- **REPAIR WARRANTY:** All warranties will be void if inspection finds that products have been abused, or altered without authorization. Products returned with expired warranties are subject to current standard repair prices set forth by **Computer Technology Link Corporation.**
- **DO NOT RETURN ACCESSORIES UNLESS INSTRUCTED TO BY VORTEX ON STANDARD RMA'S.**
- **ADVANCED RMA'S ARE TO RETURN ALL ACCESSORIES FOR MONITORS, MINUS ANYTHING THAT WAS NOT SENT.**
- **RMA number is valid for 15 days.** Products received more than 15 days after the RMA number was assigned are subject to refusal at the discretion of the RMA department.
- Products that are found to have no defect (**NPF**) are subject to being shipped back to the customer at the customer's expense.