



IGO Linux Solutions
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RMA Request Form

Order #: _____ Name: _____
Ship Address: _____
Phone: _____ Alt. Phone: _____
Email: _____
Reason for Return: () DOA () Defective/Failure () Damaged () Sent Wrong Item () Unsatisfied
RMA Type: () Credit () Exchange (if credit, please provide your credit card info below)
Part Description: _____
Model #: _____ Serial #: _____
Details: _____
Credit Card #: _____ Exp. Date: _____

Instructions:

Only pre-built computer systems are warrantied by IGO. Peripherals and accessories are warrantied by the item manufacturer only. Please fill out the form as completely as possible and mail it to the address above, along with your sales invoice. You may also scan the form and email it to rma@igolinux.com.

You must fill out one RMA for each part being returned. All returned products must have an RMA number or the return will not be processed. In order for IGO to properly process your return, please package your item carefully, using at least one inch of packing material on each side of the component. Your RMA# must be clearly visible on the outside of the shipping box. If multiple RMAs are sent in one box, you must write each RMA# on the outside of the package. Please make sure you carefully mark and separate multiple items so our Returns Department can accurately and quickly process your RMAs.

Please provide IGO with a detailed description of why you are requesting a return. If the product is defective, briefly describe the problems you experienced. Make sure your notes coincide with the 'Reason for Return' you selected above.

To have a replacement part shipped immediately, please choose 'credit' as the RMA type. After we verify your credit card information, we'll send you a replacement part. You have 30 days after the shipment date to ship us the returned part. If we do not receive the return within 30 days, your credit card will be charged an amount equal to the retail price of the replacement part we shipped.

To exchange a part, ship it to us first. After we've verified the part matches your 'Reason for Return,' we'll send a replacement part to you.

Systems components that are beyond the applicable warranty period are not eligible for an RMA. Physical damage and/or physical modifications to any components will void the warranty. This includes physically damaged CPUs that are chipped, cracked, or have bent or missing pins. All physically damaged merchandise will be returned to the customer and the warranty will be null and void.

Please include a copy of your sales invoice with this RMA form. Please allow up to 3 days for us to process your return once it's received. We will keep you updated via email on the status of your RMA. **YOUR REPLACEMENT PART WILL BE SENT VIA UPS, THEREFORE A PO BOX OR AFO/FPO ADDRESSES ARE NOT ACCEPTABLE AS A SHIPPING DESTINATION.**