ATHENA POWER
your best computer mate

RMA #

921 Canada Ct., City of Industry, CA 91748
Tel: (626) 810-5008 Fax: (626) 810-5555
www.athenapower.com

RMA REQUEST FORM
(End-User Customers Only)

Thank you for your purchase of Athena Computer Power Corp (ACPC) products. Please follow our RMA policy and procedures so that we may promptly resolve your issue.

POLICY:

Purchase Refund: Please contact your vendor (store/reseller the product was originally purchased from) for a purchase refund, in accordance to the reseller's refund policy. ACPC does not issue refunds directly to end-customers, except under special circumstances such as cross shipments.

Warranty Service. Warranty service is free of charge (excludes shipping and/or insurance charge) if request is received within the warranty period. There will be minimum service charge of $50, depending on the item, per unit for out-of-warranty repair. For detailed listing of warranty statements, please visit www.athenapower.com.

General Customer Information				
Contact (First & Last Name)		Phone Number		
Fax Number (optional)		E-Mail Address		
Mailing Address	Apt/Ste#:	City	State	Zip Code

Product Information				
Item Model Number	**Qty.**	**Invoice Number**	**Invoiced Date**	**Description**

ACPC Office Use Only

RMA Dept.- Item Received By/Date:

Comments:

Service Dept.   ☐ Cross Shipment   Price: $ Approved By:

Reason(s)/Comments(s)/Date:

Acct. Dept.

PROCEDURES:
1. Please complete and fax the RMA Request Form and a copy of the original invoice back to request a Return Merchandise Authorization number. Your request is subject to our policy as stated above.
2. Upon approval (processing time is typically 24 hours), you will receive a Return Merchandise Authorization number (RMA#) for your records. The RMA# is valid for 15 days. If you are unable to return the item within the 15 days, please contact ACPC for a new RMA#.
3. For **out-of-warranty repairs only**: please make a check or money order payable to: Athena Computer Power Corp.
4. Securely pack the product in a shipping box along with (a.) a valid check (for an out-of-warranty repair charge, if applicable), (b.) a copy of the RMA Request Form with your RMA# (serves as a packing list), and (c.) a copy of original purchase receipt/invoice (for warranty claim).
5. **Write your RMA# on your shipping label**. Ship the item with freight and/or insurance charge prepaid to ACPC to the following address:
921 Canada Ct.
City Of Industry, CA 91748
ATTN: RMA #_____.

CROSS SHIPPING:
If your product is still under warranty and needs an immediate replacement, you may be eligible for the replacement product to be cross shipped (replacement is shipped to the customer before customer's return product is received by ACPC).

PROCEDURE
1. To request the replacement product to be cross shipped, a major credit card (Visa/MasterCard) from the customer is **required**. The customer will be provided a credit card authorization form by ACPC's service department, which will list the retail value of the product to be replaced under "Total Amount." By signing the credit card authorization form, the customer agrees to allow the total amount to be charged by ACPC as a security deposit for the replacement to be cross shipped.
2. The customer will be responsible for shipping the return product prepaid to ACPC. All shipping fees are non-reimbursable.
3. Once the deposit for the replacement has been charged, a replacement will be shipped to the customer by USPS (standard class) mail and the tracking number will be provided. Customer will be charged for any price difference for any express shipping (Priority Mail Express, etc.) if specified.
4. For Cross shipment the returned shipment must be received within 15 days, beginning from the date the replacement is being shipped.
5. Once the customer's return product is received by ACPC, the deposit amount will be charged back to the customer's credit card account within 3 business days. Refund will only be issued, when the returned merchandise is in compliance to the condition initially claimed by the end user when first requesting for RMA (e.g. no refund will be issued for physical damaged merchandise, no exception).

DISCLAIMER:
1. ACPC is not responsible for service delays on any RMA returns received with incomplete/missing RMA Request Form or original purchase receipt/invoice.
2. RMA service requests will be denied if RMA product(s) received by ACPC is (a.) contrary to the original request filed with ACPC, (b.) the product is a non-compliance merchandise of its initial order, (c.) not an ACPC marketed product. ACPC is NOT obligated to return unauthorized RMA item(s). Customer is responsible for all return freight charges and a $15 handling fee per bill of lading. For any returned merchandise that does not comply with the condition initially claimed by customer (for example: missing parts for combos purchased, non-ACPC products, physically damaged units, etc.). The non-compliance merchandise will be discarded by ACPC, if customer does not respond immediately within 5 business days after receiving non-compliance notice from ACPC.
Any un-authorized RMA product(s) will be discarded if left unclaimed for 5 business days after ACPC's courtesy notice.
3. ACPC reserves the right to either repair or replace RMA products that are under warranty free of charge to customers, shipping charges are excluded. If the RMA product is discontinued, ACPC will replace with current product equivalent for warranty service purpose.
4. Out-of-warranty repairs will not be provided unless payment of service charge is received.
5. The customer is responsible for securely packing RMA items prior to its shipment back to ACPC. ACPC will not be held responsible for any RMA product that is either damaged or lost during shipment transit.
6. ACPC's liability, if any, is limited to the actual cash value of the RMA product. ACPC will not be responsible for any direct, indirect or consequential damages that may have been caused during RMA services.
7. ACPC reserves the right to modify this RMA policy and procedure at any time without prior notice.

_____   _____
Signature   Date