



RMA Request Form

2003 W. Raymer AVE #A
 FULLERTON, CA 92833
Phone: (714) 870-9966
FAX: (714) 870-7088

RMA PROCEDURES

1. For prompt returns please provide the complete RMA request form.
2. All RMA numbers are good for 15 days from the issuing date.
3. DO NOT send back product without a valid RMA Number.
4. Fill out RMA form below or FAX complete RMA form you downloaded with a copy of the original purchase invoice to (714)870-7088.
5. All RETURNING product serial numbers must match with the original invoice.
6. The RMA Dept. will E-mail or FAX back to you a RMA number within 24 hrs or provide a reason for RMA denial.
7. After you receive a RMA number, then you may return your defective products to CCTVSTAR INC.
8. Please print out the RMA Form and include in the package before shipping.
9. There is 25% restocking fee for all return items.

RMA Request Form

(Please fill out all of the request fields as you can as possible.)

Company _____ Customer ID _____

Address _____

City _____ State __ Zip _____

Phone _____ Fax _____

Contact Person _____

RMA Type ___ Credit. ___ Repair. ___ Exchange

For RMA Use Only
RMA # _____
Issue Date _____
TOTAL QTY _____

CCTVSTAR INC. IS NOT RESPONSIBLE FOR ANY LOST RETURNED ACCESSORIES EXCEPT FOR CREDIT AND DOA ITEMS.

QTY	DATE	ITEM NUMBER	SERIAL NUMBER	INVOICE #	PROBLEM DESCRIPTION	PICK UP SIGNATURE

IT'S THE CUSTOMER'S RESPONSIBILITY TO CALL THE RMA DEPT. IF NO RESPONSE WAS RECEIVED AFTER 24 HOURS OF FAXING THIS FORM TO STAR PC. COMPUTER.