

# Boca Networks RMA Request Form

3500 NW Boca Raton Blvd  
Boca Raton, FL 33431

Phone: 561.826.6000  
FAX: 561.826.6050

### IMPORTANT RMA PROCEDURES

1. Please complete the RMA form with **detailed descriptions of the problem** for your product.
2. FAX this completed RMA form **with a copy of the original purchase invoice** to 561.826.6050
3. All RETURNING **product serial numbers** must match with the original invoice.
4. Boca Networks will FAX back to you a RMA number within 24 hrs or provide a reason for RMA denial.
5. **After you receive a RMA number**, then you may return your defective products to Boca Networks
6. Your assigned RMA number is valid for **30 days** from the date of issue.
7. **Please write the RMA Number on the outside of your shipping box (on the address line).**

**Complete this form and FAX it to Boca Networks WITH a copy of your purchase INVOICE**

Company \_\_\_\_\_ Customer # \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 Contact Person \_\_\_\_\_ Date Faxing This Form \_\_\_\_\_

| For RMA Use Only |       |
|------------------|-------|
| RMA #            | _____ |
| Issue Date       | _____ |
| Total Pieces     | _____ |

**IT IS THE CUSTOMER'S RESPONSIBILITY TO CALL THE RMA DEPT. IF NO RESPONSE WAS RECEIVED AFTER 24 HOURS OF FAXING THIS FORM TO BOCA NETWORKS**

| QTY | ITEM NUMBER | FULL SERIAL NUMBER | INVOICE # and Date | DETAILED PROBLEM |
|-----|-------------|--------------------|--------------------|------------------|
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Special Request:

FOR Boca Networks' RMA USE ONLY

**BOCA NETWORKS IS NOT RESPONSIBLE FOR ANY LOST RETURNED ACCESSORIES EXCEPT FOR CREDIT AND DOA ITEMS.**

**RMA TIPS:** For a faster return process, please send retail box products, hard drives, monitors, CD drives, 3Com products, and these video cards (Diamond, Matrox, and ATI) directly to the manufacturer. Phone / Fax numbers provided upon request.