



*Your Computer System Design Specialists*



*Incorporated*

4444 North 48<sup>th</sup> Street ★ Lincoln, NE 68504

*Incorporated*

Phone (402) 464-4357

Email [sd00734@navix.net](mailto:sd00734@navix.net)

Web Site <http://www.sdmsinc.com>

Fax (402) 464-4380

## Return Authorization Form

Customer No: \_\_\_\_\_

Customer Name: \_\_\_\_\_

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

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

Contact: \_\_\_\_\_

Ship To

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

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

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

Sales Rep: \_\_\_\_\_

Our Item	Serial No.	Invoice No	Reason for return
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Fill out this form and fax or mail to:**

SDMS Inc.  
Attn.: RMA Department  
4444 North 48th St.  
Lincoln, NE 68504

**Enclose proof of purchase (picking ticket or configuration report showing serial numbers with shipment.)**

Comment: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Return Merchandise Authorization:** In order to obtain service on your equipment, you need to obtain a Return Merchandise Authorization (RMA) number from SDMS Inc.

1. All RMA numbers are good for 7 days from the date of issue.
2. In order to provide adequate handling you must receive a RMA number. You must provide the invoice number, shipping date, serial number, description of complete item(s) being returned, the reason for the return.
3. Walk-in customers without a proper RMA form may not be served.
4. A faxed copy of the RMA form is acceptable and will be maintained in your file.
5. Returned merchandise must be shipped pre-paid with a copy of the original invoice. Write the RMA number clearly on the outside of the shipping label. Failure to provide a RMA number on the package could result in the refusal of your shipment. Please include a copy of the RMA form. We recommend you insure your shipment against shipping damage or loss.
6. Customers will be charged a \$15.00 handling charge for any item determined not to have been purchased from SDMS Inc. and will be returned to the customer by C.O.D. freight.
7. Advance replacements will not be made.
8. RMA must be received by SDMS Inc. in like-new condition in the original packaging. Also included must be the original product manuals, cables, accessories which were shipped with the original merchandise. Proof of Purchase should be included with the return. "Freight collect" or "C.O.D. Returns" are not acceptable.
9. DOA returns are subject to verification by SDMS Inc. technicians.
10. DOA items which are found not to be defective will be subject to a \$15.00 service charge per item plus freight and insurance charges.
11. DOA items may be returned for credit or replaced at SDMS Inc.'s option, provided the item is received within 7 days of the issuance of the RMA.
12. Open software items are non-refundable.
13. Authorized items returned for credit may be subject up to a 20% restocking fee and are limited to items purchased within 30 days..

**Limited Warranty:**

1. All complete systems delivered by SDMS Inc. carry a one year warranty on parts and a 90 day warranty on labor. Brand name systems and other components including printer and monitor warranties are provided by manufacturer. SDMS Inc. will handle the return of items purchased through SDMS Inc. for the 1st year. Any manufacturer warranties after the first year should be handled directly by the customer through the manufacturer. Shipping and handling charges may be charged on items returned to the manufacturer through SDMS Inc.. During the period of repair, SDMS Inc. warrants the product to be free of manufacturer defects in material and workmanship under normal use and service. CPU's carry a 5 day warranty, some memory products may be limited to a 15 day period. Special order items will be subject to manufacturer or vendor return policies. If SDMS Inc. does not have an item in stock at the time of warranty, SDMS Inc. reserves the right to retain possession of the product until a suitable replacement is available. SDMS Inc. reserves the right to repair or replace items under warranty. Repair or replacement of a warranty item does not extend the warranty of the item beyond the original warranty period. Warranty does not cover products which have been subject to unusual physical or electrical stress.
2. SDMS Inc. is not responsible for consequential damage to the product by either internal or external equipment, shorted connections or components not installed or obtained from SDMS Inc.. SDMS Inc. shall not be held liable for damage to painted surfaces or keyboard keys due to physical abuse, excessive use, or chemical spills upon or inside the system, including but not limited to oxidation or corrosion caused by exposure.
3. The limited warranty does not cover loss or damage that may result from:
  - a. Shipping and/or improper installation or maintenance
  - b. Misuse, neglect or improper environment
  - c. Any repair, modification, adjustment, or installation of options or parts by anyone other than SDMS Inc. technicians or an SDMS Inc. authorized service center.
  - d. Excessive electrical power surges or irregularities or inadequate power protection.