TOMCOM LINK CORP.

1353 Britannia Rd. E. Mississauga ON L4W 1C7
TEL: 905-565-9391 FAX: 905-565-6386 E-mail: rma@tomcom.ca

Request for RETURN

Company Name: _____ **DATE:** _____
Address: _____
Tel: _____ **Fax:** _____
Contact Person: _____ **RMA#:** _____

PART NO.	QTY.	ITEM DESCRITION	PROBLEM	INV#	INV. DATE	S/N

1. Customer must have the RMA number for any return & service item. In order to obtain a RMA number, the completing form is requested.
2. Each item returning for service must have attached a photocopy of the sales order or invoice. There are to be no exception to this rule and th enforced. If any item is sent back without the proper documentation, the RMA will be voided.
3. Ship defective products to Tomcom Link with freight prepaid and a copy of the invoice. No pick up for any item without the RMA number
4. Any items send back for warranty repair must have been tested BY A QUALIFIED TECHNICIAN. We will charge a service fee of $45.00 we find a returned item to be working condition. We also charge 15% restocking fee for all return items.
5. The RMA numbers are valid for 14 days after being issued. Products should be shipped to us within this time period.
6. All products sent for RMA should be properly packaged as improper packaging may cause warranty void.
7. All D-Link & Linksys products, all printers carry the manufactory warranty only. All retail box CPU carry 30 days warranty from Tomcom contact manufactory for the test warranty.