

Recycling RMA Authorization Form

1. Complete **Only Section 1** of this form and e-mail to RMA@neovo-usa.com. An RMA # will be emailed back to you
2. Please send your product, this completed form with assigned RMA number INCLUDING your invoice / receipt to:

<input type="checkbox"/>	
<input checked="" type="checkbox"/>	AG-Neovo RMA Department: 2362 Qume Drive., Suite A, San Jose, CA 95131 (408)-321-8210
<input type="checkbox"/>	

3. For status on an RMA return, please email any request to: RMA@neovo-usa.com

SECTION 1 - CUSTOMER INFORMATION			
Company Name:		Contact Person:	
Phone:	Fax:	email:	
Address:			
Model #		Problem Description:	
Serial #			
Invoice #			
Purchase date			
Accessory Attached:		DATE:	

RMA Number:	Issued by:	Issued Date:
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Office use only

SECTION 2 - REPAIR WORKSHEET			Repair:	New-Replacement:
CHECK LIST- missing item (check one)		Repair Code	PROBLEM (check one)	
The Monitor Itself:	Power Adapter:	Error Code:	Horizontal Lines:	Vertical Lines:
Video Cable:	User Manual:	Repair Code:	Black Spots/ MURA:	No Display:
Power Cable:	All Accessories:		White Screen:	No Power:
DVI Cable:	Other:		Cracked Panel:	Other:
WORK DESCRIPTION	FGI:	Re-Box:	Return as is:	

SECTION 3 - DISPOSITION

<input type="checkbox"/>	Return to Customer	Ship to Tracking #:	Approval Notes:
<input type="checkbox"/>	New-Replacement	New Serial #:	
<input type="checkbox"/>	Advance Swap	Swap Unit Serial #:	
<input type="checkbox"/>	Other:		