



5001 BAUM BLVD. SUITE 680 PITTSBURGH PA 15213
PH (412) 683-9010 · FAX (412) 683-9070 · rma@jetstor.com

For Office Use Only

RMA#

Date:

Issued By

JETSTOR RMA - REQUEST FORM

Company Name		Contact Name
Ship to Address		
City/State/Zip		
Phone	Email	Fax

☐ STANDARD RMA REQUEST
First you ship us the part, after we receive it we repair or replace it and ship it back to you

☐ ADVANCED REPLACEMENT (credit card guarantee required)
We ship you parts right away and you return the defective part within 15 days
Note: Disk Drives or Logic Parts will NOT be replaced under this option unless a service contract is in place

PART DESCRIPTION	QTY	UNIT SERIAL #	INVOICE #	INVOICE DATE	DESCRIPTION OF THE PROBLEM

1. Repaired or replaced items will carry the remainder of the original warranty or 30 days, whichever is longer.
2. Complete this form and send it back via fax to 412-683-9070 or email it to rma@jetstor.com. You will receive a confirmation with an RMA number from our RMA department.
3. Place the RMA number on the shipping label and ship the merchandise to: 5001 Baum Blvd., Suite 680, Pittsburgh, PA 15213, along with this RMA Request Form. Hard drives must be in anti-static bags. To protect the item from shock, use cushioning materials. Foam is acceptable as long as the item cannot move inside the box and is covered on all sides. Ensure that cushioning is evenly distributed (minimum of 2 inches) on all sides to prevent movement during shipping. Avoid using peanuts or flowables, as they do not provide adequate support in all directions.
4. If returning the case or the complete unit, it must be in its original packaging, double-boxed, and secured with the original foam packing. If the original packaging is unavailable, you must purchase it from us for \$45.00 per box (most models) plus shipping. Units not in original JetStor packaging will be refused. Units not properly packed will not be repaired or accepted due to potential shipping damage. We recommend insuring all shipments.
5. For repair or replacement items, do not send manuals, cables, software, or other accessories unless specifically instructed by our technical support representatives. These items will not be returned.
6. For merchandise returns requesting credit, all original product components must be returned. Cosmetic damage, such as scratches, nicks, stripped screws, or bent handles, will incur a 15% reconditioning fee.
7. For advanced replacement of defective components, you must provide a credit card number as a guarantee. Please complete the section below.

Important Note: If you choose ADVANCED REPLACEMENT, you must contact us via email or schedule a meeting to provide your credit card information, as the process only begins after this guarantee is received.

Signature: _____ Date: _____

By signing this document, you agree to JetStor RMA terms and conditions, including the RMA procedures outlined above. You also agree that if the defective product is not received within 15 days from the date of this document, your card will be charged for the cost of the component that has been shipped to you.