

CUSTOMER PRODUCT RETURN FORM FOR 16X DVD±RW RETAIL DRIVE KITS (IN-WARRANTY)

Dear Valued Customer:

Please take a moment to print and fill out this form. Filling out this form will help you ensure that all necessary steps are taken in order to successfully return your drive to NECSAM for in-warranty replacement. Following the guidelines of this form, and including a copy of it with your return, will help NECSAM process your in-warranty replacement in a timely manner.

Please provide us with your information:

Name: _____

Address: _____

Service Tag Number: This is a unique service number assigned to your drive by NEC. The Service Tag number can be found on the outside of your original packaging, as well as on a smaller technical support label provided to you with your product documentation. An example of a Service Tag label is to the right. Please print your Service Tag number legibly in the space provided below.



Service Tag #: _____

RMA Number: This is the number given to you by the NEC support staff. Please print your RMA number legibly in the space provided below, as well as on the outside of the box used to ship your drive to NEC.

RMA #: _____

-----separate here-----

Please arrange to return your drive to: **NEC Solutions (America), Inc.**
ATTN: RMA Returns
8310 Ferguson Ave.
Sacramento, CA 95828

UPS Store locations can be found online at www.theupsstore.com, or by calling UPS directly at 1-800-PICK-UPS (742-5877).

UPS Store Instructions:

- Please package the customer drive in appropriate packaging suitable for safe delivery to NEC.
- Please write the RMA # on the package in large print.
- Please use the customer RMA number as the shipment reference for tracking purposes.
- Please ship via the method requested by the customer. Note: the customer is responsible for all packaging and freight charges.

If you have questions, or experience any difficulties filling out this form, please contact NEC Technical Support at **(916) 636-5785 (8am - 5pm PST)**.

Thank you.