

# SYNNEX Information Technologies, Inc. Return Merchandise Authorization Request

\*\*\*Upon completion of this form, please fax to (864) 289-4081\*\*\*

Customer Account Number: \_\_\_\_\_ Phone #: \_\_\_\_\_  
 Company Name: \_\_\_\_\_ Fax #: \_\_\_\_\_  
 SYNNEX Sales Rep: \_\_\_\_\_ Contact: \_\_\_\_\_  
 SYNNEX Customer Service Rep: \_\_\_\_\_ Date: \_\_\_\_\_

RMA Return Type (RT)		Reason Code (RC)		Box Condition Code (CC)
DOA Exchange (Explain Below)	<b>D</b>	Defective Product* <b>1</b>	1S Incompatible <b>31</b>	Unopened Box - New/Complete <b>A</b>
		Sales Order Entry (OE) Error <b>2</b>	1S Stock Rotation <b>32</b>	
Advanced Swap (House Account Only)	<b>A</b>	Wrong Product Shipped* <b>3</b>	1S Damaged (Carrier) <b>33</b>	Unopened Box - Damaged <b>B</b>
		Over/Under Shipment* <b>4</b>	1S Customer OE Error <b>34</b>	
Return For Credit	<b>C</b>	Incompatible / Cust Sat <b>5</b>	1S Other* <b>35</b>	Box Opened - New/Complete <b>C</b>
		Stock Rotation <b>6</b>	1S OE Error (Misship) <b>36</b>	
Warranty Repair (MiTAC)	<b>W</b>	Damaged/Lost (Carrier) <b>7</b>	1S Misshipment <b>37</b>	Box Opened - Missing Parts* <b>D</b>
		Customer OE Error <b>8</b>	1S Vend Auth Exception <b>38</b>	
Non-Warranty Repair (MiTAC)	<b>O</b>	Other* <b>9</b>	1S Late Vendor Delivery <b>39</b>	Box or Packaging Missing - All Components Included <b>E</b>
		1S Defective * <b>27</b>	1S Refused Delivery <b>42</b>	
		1S Sales OE Error <b>28</b>	1S End Of Life <b>43</b>	Box or Packaging Missing - Missing Components* <b>F</b>
		1S Misshipment* <b>29</b>	1S Purchasing Error <b>44</b>	
1S Over/Under Ship* <b>30</b>	1S OE (No PO#) <b>45</b>	Other* <b>G</b>		
	1S OE (No Attn: Name) <b>46</b>			
*Explanation Required Below			*Explanation Required Below	

Customer Comments / Notes:

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

Product ORDERED (SYNNEX Part No.)	QTY	Product RECEIVED (SYNNEX Part No.)	QTY	QTY to return	Invoice / Packing Slip #	RT	RC	CC	Serial Number(s)	Sales Price (ea.)
						See Table Above				

**ALL SYNNEX/COMPUTERLAND RMA NUMBERS ARE VALID FOR 30 DAYS. PRODUCTS RECEIVED AFTER THAT TIME OR WITH UNREPORTED PHYSICAL DAMAGE WILL BE REFUSED. IN ADDITION, SYNNEX RESERVES THE RIGHT TO REFUSE ANY PRODUCT RETURNS THAT DIFFER FROM THE INFORMATION CONTAINED ON THIS FORM. THE CREDIT FOR RETURNS IS BASED ON CURRENT PRICE AT TIME OF RMA RECEIPT OF PRODUCT.**

**Return All Packages To:** SYNNEX Information Technologies, Inc. / MiTAC  
 Attn: RMA Receiving Department  
 44500 Osgood Road, Dock 18  
 Fremont, CA 94539  
 RMA # \_\_\_\_\_

**WRITE THE RMA NUMBER  
ON THE SHIPPING LABEL.  
PLEASE DO NOT WRITE ON  
THE BOX.**

<b>For SYNNEX Internal Use</b>	
Customer Service Rep: _____	Sales Rep: _____
CS Supervisor/Manager: _____	Sales Manager: _____
Product Manager: _____	Sales Mgr. / VP: _____
RMA Request Denied: _____	
Date: _____ Reason: _____	