



**Request for MXI Return Authorization Number**

**Return Product to:**

Memory Experts International, Inc. (MXI)  
Saracen House  
Swan Street, Old Isleworth, TW7 6RJ, UK

**Tel#:** +44-208-758-9600    **Fax#:** +44-208-758-9601

**MXI Return Policy**

- MXI will not accept any returns unless accompanied with a Return Merchandise Authorization Number (RMA#).
- Product is subject to Replacement or Exchange only. A restocking fee of 25% may be applicable on returns.
- Product must be under warranty, If not, the customer is notified and the product returned.
- Product must be an MXI part or will be returned to customer at their cost.
- All Hard drive kits must be returned as a complete kit or will be returned.
- Replacements will be issued pending test results of returned merchandise.
- MXI tests all returns; non-defective product will be returned to the client.
- If an order shipped is refused by client and returned to MXI, client is subject to 25% restocking fee plus shipping charges, unless approved otherwise.
- If product is returned within 30 days of purchase and the quantity of the return is less than 10 units, the 25% restocking fee will be waived.
- MXI will not be held accountable for custom delays on international orders.

**1 Year Warranty** – Hard Disk Drives, All Flash Memory & All Secure Portable Storage products.

**ALL fields MUST be completed in order to receive RMA #:**

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Tel #: \_\_\_\_\_ Email or Fax RMA # to: \_\_\_\_\_

PO #: \_\_\_\_\_ Invoice #: \_\_\_\_\_

MXI Part #: \_\_\_\_\_ QTY: \_\_\_\_\_ Installed on Machine Model: \_\_\_\_\_

MFG Date Code: \_\_\_\_\_ *located on a white label sticker beside the WEEE symbol* 

MXI Part #: \_\_\_\_\_ QTY: \_\_\_\_\_ Installed on Machine Model: \_\_\_\_\_

MFG Date Code: \_\_\_\_\_ *located on a white label sticker beside the WEEE symbol* 

Description of Problem: \_\_\_\_\_

At what point did the error occur: \_\_\_\_\_

**For Replacement**     **For Exchange**

Exchange return for Part # \_\_\_\_\_ QTY \_\_\_\_\_, # \_\_\_\_\_ QTY \_\_\_\_\_

Ship to address: \_\_\_\_\_

**Client Signature:** \_\_\_\_\_