



Request for MXI Return Authorization Number

Return Product to:

Memory Experts International, Inc. (MXI)
1651 E. St. Andrew Place
Santa Ana, CA 92705 - 4932

Tel#: 1-888-422-6726 **Fax#:** 1-888-922-5020

MXI Return Policy

- MXI will not accept any returns unless accompanied with an approved RMA #.
- Product is subject to Replacement or Exchange only. A restocking fee of 25% may be applicable on returns.
- Product must be an MXI part and under warranty. If not, the client is notified and the product returned.
- All Hard drive kits must be returned as a complete kit or will be returned.
- MXI tests all returns; replacements will be issued pending test results; 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 a 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.
- Return authorizations will expire 90 days after issuance unless an extension for return has been granted.

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: _____