



The Best  
in Digital Audio & Video Mixing

## RMA – Return/Repair Merchandise Authorization

\_\_\_\_\_  
DATE

\_\_\_\_\_  
ORIGINAL INVOICE #

\_\_\_\_\_  
RMA #  
(to be issued by DJPower Intl LLC)

_____ COMPANY NAME		_____ CONTACT NAME	
_____ RETURN SHIPPING ADDRESS			
_____ CITY	_____ STATE/PROVINCE	_____ ZIP/POSTAL CODE	_____ COUNTRY
_____ WK. TEL.			
_____ FAX TEL.		_____ EMAIL ADDRESS	

DESCRIPTION OF PROBLEM: (attach separate paper if needed)

- 1) The RMA number must appear on the outside of the carton in bold print.
- 2) RMA numbers are valid for 30 days after they are issued.
- 3) Recommended shippers are: FedEx, UPS, DHL or a reputable freight forwarder.
- 4) To avoid voiding the warranty, DJPower International LLC (or equivalent) packaging must be used to return product. This is to avoid physical damage during shipment due to improper packaging. (on computer systems, we recommend two layers of large bubble wrap and at least 2" of popcorn on all sides)
- 5) Warranty coverage from date of shipment and excludes normal wear. Damage caused by abuse, improper handling or packaging is not covered under warranty.
- 6) All computers repairs consist of extensive diagnostics of all components and may include a low level format on all hard drives. It is therefore recommended that you back up all critical data before returning your computer system for repair.
- 7) International returns should include the following statement on the Commercial Invoice:  
"Merchandise for in-Warranty repair / replacement. Returning to original manufacturer for repair of defective components. No commercial or resale value. Any declared value is for customs clearing purposes only. "

\_\_\_\_\_  
CUSTOMER SIGNATURE

\*ALL SALES ARE FINAL. PLEASE SEE OUR WEB SITE FOR MORE WARRANTY INFORMATION.

The following items returned for warranty may be REFUSED if:  
Removal of serial number \* Returned without RMA number \* Improper packing when returned causing physical damages

**DJPower International LLC \* 360 Childe Drive, Colorado Springs, CO 80906 USA**  
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