

Xyratex Storage Systems UK RMA Form



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Directions: Please complete sections A, B & C of this form. Please fax back to **+44 (0) 23 9249 6840**; or email to **Ross Dixon Ross.Dixon@xyratex.com** Tele: **+44 (0) 23 9249 6270** or **Bradley Luter Bradley.Luter@xyratex.com** Tele: **+44 (0) 23 9249 6609**.

RMA # Quantity of parts Date

SECTION A

Xyratex Customer name:- _____

Xyratex Customer return address:-
(Approved ship to address) _____

Contact Name:- _____ E-mail:- _____

Telephone :- _____ Fax #-: _____

Please address all returns to:
Xyratex Field Spares Centre,
Building 1000/101
Langstone Road,
Havant,
Hampshire
PO9 1SA, UK

SECTION B _____ Customer PO # (if required)

Returning Item Xyratex P/N	Returning Item S/N	Machine Serial #	Item Description or Feature Code	Problem/Failure Description for defective part	NCMR/DMR

Comments : _____

SECTION C

Return Type (please cross, X)

Return for repair in warranty Return for repair out of warranty Development return Upgrade Field recall
 Evaluation return deviation letter **yes** Evaluation return deviation letter **no**

Failure Analysis required (Please cross, X)

FA1 - Failure analysis required **FA3** - Supplier failure analysis required (failure dependant) to be agreed with Xyratex

Type of Failure (Please cross one, X)

Integration failure (Fails at integrator facility) **DOA** (Dead on arrival on installation) **Field failure** (fails after 24 hours of first installation)

Terms and Conditions: All returns for repair/replacement must have an RMA number assigned, and sections A , B & C fully completed. Please clearly indicate the RMA number on the return package, and enclose a copy of the completed RMA request within the shipment. Failure to do so may delay the dispatch of repair/replacement parts indefinitely. Xyratex assumes no responsibility for units sent without a prior RMA. Assigned RMA numbers are valid for 30 days after issuance. Xyratex will not commence work on out of warranty units until a purchase order is received. All returns must be shipped back in original or approved packaging or warranty validation will be rejected.

I FULLY UNDERSTAND AND ACCEPT THE TERMS AND CONDITIONS HEREIN _____

Customer signature

