

Xyratex UK RMA Form



Directions: Please complete sections A, B & C of this form. Either E-Mail or fax back to +44 (0) 23 9245 0461.
Please contact us with any questions: Cathy Morey +44 (0) 23 9249 6763 (cathy_morey@xyratex.com)

RMA # Date Quantity of parts Page of

SECTION A

Xyratex's Customer Name: _____

Customer Return Address: _____

Company _____

Contact Name: _____ E-mail: _____

Telephone: _____ Fax: _____

Please address all returns to:
Cathy Morey
Warranty Repair Centre
Xyratex
Langstone Road
Havant
Hampshire
PO9 1SA, UK

Customer PO # (if required)

SECTION B

Returning Item Xyratex P/N	Returning Item S/N	Machine S/N	Item Description or Feature Code	Problem/Failure Description for Defective Part	NCMR/DMR

Comments: _____

SECTION C

Return Type (please circle) **I** - Return for repair in warranty **O** - Return for repair out of warranty **D** - Development return **U** - Upgrade **F** - Field recall
E - Evaluation return (Deviation letter **yes** **no**) **FA1** - Failure analysis required **FA3** - Supplier failure analysis required (failure dependant) to be agreed with Xyratex

Type of Failure (please mark one) **Integration failure** (fails at integrator facility) **DOA** (dead on arrival or 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**

