

# Xyratex US RMA Form



Directions: Please complete sections A, B & C of this form. Either E-Mail or fax back to +1 408 894 0880. Please contact us with any questions: Mark Hau +1 408 325 7275 (mark\_hau@us.xyratex.com) or Charles Ramirez +1 408 325 7246 (charles\_ramirez@us.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:**  
 Mark Hau / Charles Ramirez  
 Xyratex International  
 2031 Concourse Drive  
 San Jose  
 CA 95131  
 USA

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**

