

# ATI Solutions, Inc./DVRMaster

18425 Napa St Suite A & B  
Northridge, CA 91325  
Tel# 818-772-7900/Fax# 818-772-7901  
E-mail: shipping@dvrmaster.com

## RMA FORM

NOTE: DO NOT RETURN MERCHANDISE WITHOUT AN RMA NUMBER !

ALL FIELDS MUST BE FILLED OUT COMPLETELY AND SIGNED OR YOU WILL NOT RECEIVE AN RMA NUMBER. PLEASE ALLOW 24 HOURS TO PROCESS.

**COMPANY NAME** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**CONTACT PERSON** \_\_\_\_\_

**ADDRESS:/TEL#** \_\_\_\_\_

QTY	PART NO.	ITEM DISCRIPTION	ORDER NUMBER	INVOICE DATE	REASON FOR RETURN Credit/Exchange/Repair

**Customer Signature:** \_\_\_\_\_

For Office Use Only

RMA Number: \_\_\_\_\_

Issue Date \_\_\_\_\_

Issue By: \_\_\_\_\_

**RMA POLICY:**

1. To get CREDIT on an item, the item MUST be returned to ATI Solutions, Inc/DVRMaster within 30 Days of the original invoice date. If not, you will receive a replacement
2. 30% restocking fee may apply on special circumstances. Items must be returned with original box and accessories, in "as new" condition.
3. There will NOT be any cross-shipping for RMA
4. Any physical damage on the item is considered "OUT OF WARRANTY" DOA and all items returned are subject to inspection.
5. All miscellaneous items sold are subject to further rules and regulations. Talk to your sales representative about these rules.
6. All items being returned must have a valid RMA number, with a copy of the form attached in the box, otherwise that order will NOT be processed.
7. The processing and replacing time may vary, depending on the item and its availability.
8. The RMA Number will be faxed back to you to the fax number you provided above.

**Please note that the RMA Number is good for 3 Days Following the date the RMA is issued**  
**Items must be returned with their original packaging inside a shipping box**

