



UNITED COMPUTERS  
WAREHOUSE  
225 LIVE OAK BLVD.  
CASSELBERRY, FL 32707

# RMA REQUEST FORM

PLEASE FILL FORM OUT COMPLETELY  
**FAX COMPLETED FORM TO (407) 834-4778**  
PLEASE ALLOW 24 HOURS BEFORE CONTACTING (407) 834 4334  
Or by E-MAIL to [rma@unitedcomputer.com](mailto:rma@unitedcomputer.com)

RMA #: .....  
DATE: .....  
UCW USE OLY

DATE YOU ARE REQUESTING: ..... YOUR NAME: ..... YOUR PHONE: .....  
YOUR COMPANY NAME: .....  
*WE WILL RETURN ITEM(S) TO:*  
ADDRESS: .....  
STATE: ..... ZIP: ..... YOUR FAX: .....

ITEM	QTY	INVOICE#	INVOICEDATE	SERIAL NUMBER	PROBLEM	REPAIR /DOA

**Note: following vendor product warranty can also be handled by the manufacturers directly**

- \*\* All HP/ Colorado products – No exceptions including DOA Service contact: (970) 635 – 1500
- \*\* Creative Lab products RMA contact phone: 1-800-998-1000
- \*\* Diamond Multimedia RMA contact phone: 1- 800- 468- 5846
- \*\* 3COM Products RMA contact phone: 1-800-527-8677
- \*\* Toshiba RMA contact phone: 510-651-6798
- \*\* Matrox RMA contact phone: 514-822-6200 Matrox RMA fax number: 514-685-1585
- \*\*US Robotics RMA contact phone: 847-262-5151 chose option 2, then 2, then 2
- \*\* Fujitsu H/D RMA contact phone: 1-800-626-4686
- \*\* IBM H/D RMA contact phone: 1-888-426-5214
- \*\* Western Digital RMA contact phone: 1-800-832-4778
- \*\* Samsung RMA contact phone: 201-935-2300

- SORRY, NO CROSS SHIPPING.
- SORRY, NO CREDIT.
- All RETURNS: ship item for repair only. Do not ship disks, manuals or cables, as they will not be returned.
- UCW RMA term applies ONLY for items requested by original UCW customer.
- Item returned will be repaired or replaced and warranty period is one year from date of original UCW customer invoice (not RMA replacement date) unless otherwise stated. Repair item must be received by UCW within 1 year of original invoice date.
- All replacement will be brand new parts, except in the case of discontinued or hard to find items. Replacement will be shipped as soon as we receive the returned items and said items are in stock.
- SHIPPING INSTRUCTION. Once you obtain an RMA number, products must be returned within 10 working days. After 10 working days the RMA number will be cancelled and you must obtain a new RMA number. All RMA provided must be clearly printed or labeled on the outside of each box you are returning. Properly package all returns with equal to, or better than original packaging to prevent damage during shipping. Improper packing may result in physical damage and will void warranty. Unauthorized returns will be refused.

