Acronova Technology, Inc.
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East Brunswick NJ 08816

TEL: 732-422-1868
EMAIL: support@acronova.com
WEB: www.acronova.com

RMA Request Form

Date: / /

Company Name:	**Name:**	
Shipping Address:		
City:	**State:**	**Zip:**
Phone Number:	**Fax Number:**	
E-mail:		

Invoice Number:	**Date of Purchase:**
Model Number:	**Serial Number:**

Problem Type:

___ Robotic Mechanism

___ Burning Duplicating

___ Others: _____

Description of the Problem:

Terms and Conditions

1. For RMA repairs – Please ship the main unit only. (No accessories and manuals) Acronova will not be responsible for any item other then the main unit.
2. Please fax a copy of invoice and RMA request form to receive RMA number.
3. Before requesting for RMA, please review the Q&A in the owner's manual.
4. RMA number is only valid for 5 working days.
5. All units returned for credit must be in a re-sellable condition and must have its original documentations, etc.
6. Warranty is void if original labels are missing or if products are physically damaged.
7. Custom and special orders are non-cancelable and non-returnable.
8. All RMA items must be shipped freight prepaid, complete with its original packaging material. Goods without an RMA number, and/or not prepaid, will be refused.

If you have any questions, please call us at (732) 422-1868 or send an e-mail to support@acronova.com

RMA Number: