

Pacific Force Technology Ltd. – Return Material Authorization Form

<u>Date:</u>		<u>Customer's reference:</u>	
<u>Name of customer:</u>			
<u>Address for collecting items:</u>		<u>Address for returning items:</u> <u>(if different from collection address)</u>	
<u>Contact person</u> Name: _____ Tel: _____		<u>Contact person</u> Name: _____ Tel: _____	

Items to be returned (please attach additional paper if there is insufficient space)

	Module part number or description #	Qty returned	Fault Code* / Description <small>(For PACCOM modules, please fill in "Failure Report for PFT Module")</small>	For PFT use
1				
2				
3				
4				
5				

Please state PACCOM part number, if any, or memory size with description of DRAM chips.

* Fault codes:

1 = Physical damage	2 = No display	3 = RAM test failure	4 = Intermittence/reliability problem
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Please fax the completed form to (852) 2422-2511 or email to rma@pft.com.hk.

For PFT use:

Sales note:

Date of receipt:

RMA#:

Send RMA report

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Failure Report for PFT Module (Required for PACCOM Modules)

Please make additional copies when necessary.

A. Module Information

Invoice No. :	PCB No. (if applicable) :
Module P/N :	Memory Size :

B. Computing Device Information

Details	
Machine	Brand : _____ Series : _____ Model : _____
CPU	Type : _____ Speed (MHz) : _____
OS	Type : <input type="checkbox"/> Win3.1 <input type="checkbox"/> Win95 <input type="checkbox"/> Win98 <input type="checkbox"/> WinME <input type="checkbox"/> Win2K <input type="checkbox"/> WinXP <input type="checkbox"/> Win2003 <input type="checkbox"/> Unix <input type="checkbox"/> Linux <input type="checkbox"/> Mac OS <input type="checkbox"/> Others : _____
	Version : _____
Installation Conditions	<input type="checkbox"/> Use all PFT / PACCOM module(s) Other Brand : _____ <input type="checkbox"/> Mix with other brand(s) of module(s) P/N : _____ Qty (pc) : _____ Slot Location : _____

C. Symptoms of Failure

Type of Failure	Details
<input type="checkbox"/> Hang up failure	
<input type="checkbox"/> Intermittence	
<input type="checkbox"/> OS boot failure	<input type="checkbox"/> Fail before BIOS memory scan <input type="checkbox"/> Fail after BIOS memory scan Fault code reported: _____
<input type="checkbox"/> Application failure	Name : _____ Version : _____ <input type="checkbox"/> Fail in startup <input type="checkbox"/> Fail when using Fault code reported: _____
<input type="checkbox"/> Resume back to normal after replacing other module(s)	Brand : _____ P/N : _____ Qty (pc) : _____ Slot Location : _____
Other Remarks:	

Important Notes:

- 1) PFT Warranty covers only defects in materials or workmanship or defects arising under normal use. Details please refer to the Warranty leaflets enclosed with each purchase.
- 2) PFT Warranty for generic items covers only functional problems — *malfunction in general e.g. OS boot failure, application failure, intermittence, and etc.*
- 3) PFT Warranty for specialized items for branded computing devices covers both functional and compatibility problems — *malfunction in a specific system only*