



**SHIP TO:**

Buffalo Technology, Inc.  
Attn: RMA Dept – RMA# \_\_\_\_\_  
11100 Metric Blvd. Suite 750  
Austin, TX 78758  
Phone: (800) 933-6113  
Fax: (512) 794-8520

**VAR RETURN MATERIAL AUTHORIZATION (RMA)  
REQUEST FORM**

Date Requested \_\_\_\_\_

*Please read and complete all of the following information. Requests are for **DEFECTIVE MEMORY AND FLASH MEMORY PRODUCTS ONLY** and must meet all requirements outlined in Buffalo's warranty statement found at <http://www.buffalotech.com/support/warranty>.*

**COMPANY INFORMATION**

Company Name \_\_\_\_\_ Phone # \_\_\_\_\_  
Contact Name \_\_\_\_\_ Fax # \_\_\_\_\_  
Contact Email \_\_\_\_\_ Account # \_\_\_\_\_  
Replacement Address \_\_\_\_\_ Ship To # \_\_\_\_\_  
\_\_\_\_\_

**REPLACEMENT PRODUCT REQUEST(S)**

| Purchase Date | Buffalo Order # | Buffalo Part # | Description | Quantity |
|---------------|-----------------|----------------|-------------|----------|
|               |                 |                |             |          |
|               |                 |                |             |          |
|               |                 |                |             |          |
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|               |                 |                |             |          |
|               |                 |                |             |          |

**Reason for Request: (Include all relevant information: Chipset, motherboard, OS, etc.)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Buffalo Reserves the Right to Refuse Any Returned Product if:**

- Product is improperly packaged for shipping. Proper packaging includes:
  - product placed in original packaging (Buffalo label facing the front) or packaging that prevents electrostatic discharge;
  - packaged product is secured in shipping container with "bubble wrap", "peanuts", or other sturdy paper insuring product cannot be damaged during shipment, thus voiding warranty;
  - for multiple product returns, please bundle products with a rubber band by part numbers, according to the product UPC code listed on the insert.
- Product or packaging has incorrect and/or missing original information required for processing the return. Required information includes the packaging insert with UPC Code. For modules, the UPC code listed on the package insert card must match the product code listed on the module label.
  - Certified UPC codes must match through the "/" in the product code. For example, if the UPC code is D2U667C-1G, the product code on the module label must read D2U667C-1G/\*\*.
  - Select UPC codes must match through the "/" in the product code. For example, if the UPC code is D2U667C-1G/B\*, the product code on the module label must read D2U667C-1G/B\*.
- Packaging does not include the RMA number prominently displayed on the outside of the package.
- Product or packaging includes non-Buffalo stickers, adhesives, markings and/or tags.
- Product is damaged. Damaged products include, but are not limited to, products that are cracked, broken and/or have missing components, chips or circuit boards, as well as products with any dents, scratches, defacements or apparent abuse of heat spreader or USB housings.
- Product is not received within 30 days of date RMA number was issued by Buffalo.

**By submitting this form, I have read and agree to all of the terms and conditions stated above.**

Print Name \_\_\_\_\_ Sign Name \_\_\_\_\_ Date \_\_\_\_\_