



King Tiger Technology Inc.

**RMA No.:**

Unit 2, 498 Markland Street, Markham, Ontario, Canada L6C 1Z6  
Tel: (905) 474-3631 Web Site: www.kingtigertech.com  
Fax: (905) 513-6060 E-mail : service@kingtigertech.com

**Date:**

**RMA Request Form** (Please contact RMA Dept. – 905-513-2583 or 905-513-3110)

Customer Name *		Serviced By		Tel No. *	
Shipping Address *				Email *	
Contact Person *				Issued By	

Product Being Returned * (must specify serial number)	Qty *	Inv. No.	Inv. Date	Remarks / Symptoms	Internal Reference	Warranty Status

**CONDITIONS**

**REQUESTING FOR RMA:**

- 1) RMA No. must be issued by KTI before return.
- 2) Customer needs to verify that all information on the RMA form is correct and/or fill in any missing information in the required sections marked with \*.
- 3) Customer must provide a proof of purchase upon request by KTI.
- 4) Customer needs to sign the RMA form and fax it to 905-513-6060 or e-mail to johnau@kingtigertech.com
- 5) The RMA form will be faxed or e-mailed to the customer in return with an assigned RMA No. as confirmation for this RMA.
- 6) This RMA form is valid only for 30 days according to the specified date on this RMA form.

**WARRANTY:** The warranty period is one year from the purchase date. Even if a RMA number has been assigned, warranty will only be honored if the RMA item is delivered to Kingtiger Technology (Canada) Inc. on or before the expiry of the warranty. This service is limited to repair or replacement. If the returned product is found to be abused, mishandled or altered, the warranty will be voided and the shipment will be subject to an out-of-warranty repair charge. Any discrepancy, including damage during shipping or a wrong product being shipped, should be reported to the RMA department within three days upon receipt.

**REPAIR & SERVICE CHARGE:** Customer will be charged for testing and repackaging if the returned item is found to be free from defects. Customer is highly recommended to fully test the item before returning for RMA.

**RMA INSTRUCTIONS:**

- 1) Include a copy of the completed RMA form in the package.
- 2) Mark the RMA No. clearly on the outside of the package and all shipping document.
- 3) Specify on all shipping documents (i.e. Customs Invoice, Bill of Lading) that the unit is being shipped for "RMA Return with its Country of origin in Canada".
- 4) For King Tiger multi-site tester system, ship Test Card Combo(s) separately from the chassis.
- 5) For shipping more than one Test Card Combo, each Test Card Combo must be packed individually.

Note: Damage or loss of goods during shipment is the sole responsibility of the customer. Returned products must be securely packaged.

**PAYMENT:** The RMA unit must be shipped to KTI freight prepaid

**SHIP TO:** King Tiger Technology (Canada) Inc., RMA Department , Unit 2, 498 Markland Street, Markham, Ontario, Canada L6C 1Z6

**CUSTOMER AGREES TO THE ABOVE CONDITIONS WHEN REQUESTING AN RMA & CONSIGNING TO King Tiger Technology**

**CUSTOMER NAME:** \_\_\_\_\_ **CUSTOMER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**RMA RECEIVED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_