



SilverStone Technology Inc. (USA) RMA Request Form

For SilverStone use only	
RMA Number	
Issue Date	

Customer information (*required)	
Name*	
Address*	
Email*	
Phone number*	
Fax number	
Invoice / order number*	
Store purchased from	

Please fill out product information (*required / **required for power supplies)

Qty.*	Item Model*	Serial number**	Describe problem

Please complete all required information above and send the completed form with a copy of the original receipt or invoice via any of the following methods:

By email to: usarma@silverstonetek.com

By fax to: 909-465-9569

By mail to: SilverStone RMA Department
 13626 Monte Vista Ave. Unit A
 Chino, CA 91710, USA
 Tel: 909-465-9596



RMA Process

1. Complete all required information on page 1 of the RMA Request Form.
2. Send completed page 1 with a copy of the original invoice or receipt to SilverStone. Printouts or photos are accepted but please make sure they are legible.
3. Once SilverStone receives your RMA Request Form, a RMA number will be issued to you in 1-2 business days via e-mail.
4. When you receive the RMA number, package the merchandise / product safely (preferably with original product packaging), **clearly mark RMA number on the exterior of the outer box** and send to the following address:

SilverStone RMA Department
13626 Monte Vista Ave. Unit A
Chino, CA 91710, USA

5. Once SilverStone receives your RMA package and verified its authenticity, replacement product will be shipped out to you. This step takes 1-2 business days.

RMA Policy

1. Warranty is based on the date of purchase on the original invoice or receipt provided by authorized distributor or reseller to original purchaser.
2. SilverStone will not service units without legitimate proof of purchase.
3. RMA number is good for 15 days from the date issued.
4. Merchandise returned without RMA number marked on outside of the box is subject to refusal.
5. No RMA number will be issued without copy of invoice or receipt.
6. **No cross shipment for RMA and no credit to end user (only exchange).**
7. Any physical damage on the product is considered "out of warranty."
8. Tampering with or removing serial number may void warranty.
9. All non-labels must be removed or returned product will be subject to service charge or refusal.
10. Returned power supplies or electronics tested to be in good working condition will result in return freight charge back to the customer.
11. **RMA form and invoices must be submitted and postmarked by warranty expiration date.**
12. Power supplies may be returned without cables and accessories. However, user is responsible in making sure power supply cables are in working condition should he / she choose to not return cables. Additional service charge will be required for users that later want replacement cables.