

## RMA REQUEST FORM

Please fill out this form and fax to **(703) 345-5585**.

*Be sure to include this form and copy of original invoice with any returned merchandise.*

Customer Number: \_\_\_\_\_  
 Contact: \_\_\_\_\_  
 Date of Request: \_\_\_\_\_  
 Comstor Sales Rep: \_\_\_\_\_

Company Name \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_  
 E-Mail Address: \_\_\_\_\_

Invoice Number & Date if Inv.	WGNA Part Number	Serial Number*	Reason for Return <i>(Must Be Completed)</i>	Qty	RMA Number

\* Some Products may not have a serial number.

**Additional Comments:** \_\_\_\_\_

Return for:    Credit?     Replacement?     Has your Salesperson ordered your replacement?    Yes     No

**Please provide ship to address if Salesperson has not provided your replacement.**

**Company:** \_\_\_\_\_  
**Address 1:** \_\_\_\_\_  
**Address 2:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Attn: & Ph#:** \_\_\_\_\_

WGNA thanks you for your information. You should receive e-mail or fax response from Customer Service within 48 hours. If you have any questions please call (703) 345-5100

In order to ensure quick response time, WGNA requires a detailed technical description of the problems related to the return of all defective merchandise. All information must be completed before WGNA can process the RMA. **ANY PRODUCT THAT IS RETURNED FOR CREDIT MUST BE UNOPENED THERE WILL BE NO EXCEPTIONS TO THIS. ANY DEFECTIVE ITEMS BEING EXCHANGED FOR THE SAME PRODUCT MUST BE SENT BACK IN IT'S ORIGINAL PACKAGING WITH ALL MANUALS, CABLES AND PACKING MATERIALS. PRODUCTS SENT IN INCOMPLETE WILL BE REFUSED AND SENT BACK TO YOU. PRODUCTS MUST BE PACKED IN LARGER BOXES FOR SHIPPING, (NO SHIPPING LABELS, WRITING OF ANY KIND, OR TAPE ON ORIGINAL BOXES).** CISCO and WGNA require products to be returned in original packaging. WGNA will not be responsible for any shipping damage incurred during transit to or from the customer.

**\*ALL RETURNS ARE SUBJECT TO A 25% RESTOCK FEE.**

Please put the RMA number on the SHIPPING LABEL ONLY--**DO NOT WRITE THE RMA NUMBER ON THE ORIGINAL PACKAGING.** All returns must be sent freight prepaid. **NOTE: RMA'S ARE ONLY GOOD FOR 30 DAYS FROM ISSUE DATE.**

**By signing below, you are acknowledging and agreeing to the terms stated above:**

**Signature:** \_\_\_\_\_  
**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_  
**Email:** \_\_\_\_\_

PLEASE SHIP ALL RETURNS TO:  
 Westcon Group North America, Inc.  
 22704 Commerce Center Court  
 Attn: RMA# \_\_\_\_\_  
 Sterling, VA 20166  
 (703) 345-5585 (Fax)  
 (703) 345-5100  
 Web Site: <http://www.westcongroup.com>