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Hi-Mind International

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Hi-Mind Limited

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Company: N° 4345385. VAT 784 1258 14

Customer Service Request	Distributor Reference
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If we ever gave you a Case # for this matter, you may skip Parts A and B. Just advise us your Case #.

Request Type Tick the right box)) <input type="checkbox"/> R M A number <input type="checkbox"/> Parts Request	Product Bought via <input type="checkbox"/> Hi-Mind International (Taiwan) <input type="checkbox"/> Hi-Mind USA <input type="checkbox"/> Hi-Mind Limited UK <input type="checkbox"/> Hi-Mind Technologies France <input type="checkbox"/> Distributor
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Distributor 's name	<input style="width: 90%;" type="text"/>	Purchase Date (dd/mm/yy)	<input style="width: 90%;" type="text"/>
Related Case #	<input style="width: 90%;" type="text"/>	Invoice Ref.	<input style="width: 90%;" type="text"/>

A. Request Date	<input style="width: 95%;" type="text"/>
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Name	Client ID	<input style="width: 95%;" type="text"/>
Adress	<input style="width: 95%;" type="text"/>	
City	Zip Code	<input style="width: 95%;" type="text"/>
If Corporate Contact Name	Country	<input style="width: 95%;" type="text"/>
	Phone	<input style="width: 95%;" type="text"/>
	Fax	<input style="width: 95%;" type="text"/>
	E-mail	<input style="width: 95%;" type="text"/>

Resending reference if adress is different of the Distributor or the client.		
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Name	Client ID	<input style="width: 95%;" type="text"/>
Adress	<input style="width: 95%;" type="text"/>	
City	Zip Code	<input style="width: 95%;" type="text"/>
	Country	<input style="width: 95%;" type="text"/>

Returned Items	If you have no enough space please use RMA/list
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Description	Serial No.	<input style="width: 95%;" type="text"/>
Reference	<input style="width: 95%;" type="text"/>	
Quantity	<input style="width: 95%;" type="text"/>	

B. RMA Return Type:	Basic questions.
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Dead_ On_Arrival Returns <input type="checkbox"/>	Is power working? Yes <input type="checkbox"/> No <input type="checkbox"/>
Warranty Repair Returns <input type="checkbox"/>	Are cabled fixed correctly? Yes <input type="checkbox"/> No <input type="checkbox"/>
Non-Warranty Repair Returns <input type="checkbox"/>	Give your system environement.

Reason: * Explanation required.	Have plugged your monitor without switching off the computer? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Describe the failure. Not enough space please use additional sheet

Defective Product* <input type="checkbox"/>	<input style="width: 95%; height: 100%;" type="text"/>
Wrong Product Shipped* <input type="checkbox"/>	
Wrong Product Ordered* <input type="checkbox"/>	
Product Damaged / Lost * <input type="checkbox"/>	
Other* <input type="text"/>	

Condition: * Explanation required.	How and when it happened
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Unopened Box - New / Complete <input type="checkbox"/>	<input style="width: 95%; height: 100%;" type="text"/>
Unopened Box - Damaged Packaging <input type="checkbox"/>	
Box Opened - New / Complete <input type="checkbox"/>	
Box Opened- Missing Parts * <input type="checkbox"/>	
Packaging Missing - Components Included <input type="checkbox"/>	
Packaging Missing - Missing Components* <input type="checkbox"/>	
Other* <input type="text"/>	