



# HighPoint RMA Form

**RMA Number:** \_\_\_\_\_  
**Return Address:** \_\_\_\_\_  
\_\_\_\_\_  
**Customer Name:** \_\_\_\_\_  
**Telephone No:** \_\_\_\_\_  
**Fax No:** \_\_\_\_\_  
**E-mail:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

## HighPoint RMA Department

41650 Christy St.,  
Fremont CA 94538  
Main: (408) 942-5800  
Fax: (408) 942-5801  
Web Support URL: [www.highpoint-tech.com/websupport](http://www.highpoint-tech.com/websupport)  
E-mail: [rma@highpoint-tech.com](mailto:rma@highpoint-tech.com)

HighPoint Part Number	Receipt No.	Receipt Date	Where Purchased/Location	Serial Number	Support Case ID

**Note:**

1. RMA is for Repair Only.
2. You have to provide these 3 items before we issue an RMA number: **1)** HighPoint RMA Form **2)** Purchase Invoice from Authorized Reseller/ Distributor **3)** Shipping Cost Payment Record for outside the continental US - If your return address is outside the continental US, you are required to cover costs for the RMA Shipment to HighPoint, and the return shipment to your address.
3. Completely fill out the information on the RMA Form or you will be notified to refill it out again, this will cause a delay in the process.
4. RMA Number is valid for 30 Days from the issue date.
5. When returning defective products, please make sure the **HighPoint Return Shipment Slip** is pasted on the outside of the box and the product in its original packaging, including all accessories are in the shipment box.
6. HighPoint does not cross ship RMA returns and does not exchange the RMA Return with a different HighPoint product.
7. Replacement within the continental US will take up to 21 Business Days (3 weeks), upon receiving RMA Return Package.