



748 Epperson Dr. City of Industry, CA 91748 626-965-8686 • rma@plpc.com www.plpc.com

Return Merchandise Authorization Form

Note: All Information Must be Complete and Please Allow Minimum 24 Hours to Process Your Request

[illegible]

Purchaser must obtain a RMA number before returning any product. To request an RMA number, purchaser must furnish the date and number of the invoice, description of all items returned, model and serial number, include all original packing materials, if applicable, and shipped freight pre-paid.

- * All standard warranty returns must be received by PLPC within 14 days after issuance of RMA number.

- * In the event of shipping error or damaged shipment, purchaser must be reported to PLPC within 2 days of receipt of products.

- All DOA returns must be received by PLPC within 7 days after issuance of RMA number. DOA period is 10 working days from the original invoice.

- All DOA and credit returns must include all accessories, a 20% restocking fee will be deducted from credit if any accessories are missing.

- All physical damaged products will void its limited warranty and no RMA or warranty service will be provided by PLPC.

- All physical damaged products will be returned to purchaser at purchaser's expense.

- All special order products are non-cancelable and cannot be returned for credit; only repair or replacement warranty for special order products.

- WD & HGST recertified products received 3 (three) months PLPC's standard limited warranty, please check with your account manager or our customer service for warranty details on all other recertified, refurbished, or new-pl

- * PLPC standard warranty applies for AMD, Gigabyte, & PNY Video Graphic Cards. All other brands only 6 (six) months PLPC standard warranty, customer are required to contact manufacture for warranty after 6 (six) months fr

- * All products must be returned with its original bag or anti-static bag with sufficient packing material. Any damages caused by importer packaging will be treated as a physical damaged product, which will void its limited warranty

- * PLPC will only issue credit on current market price, no refund on credit and all credits are valid for 90 days from the day of issuance.

- * Any stickers, notes, labels, markings on products will be considered as a physical damaged product, which will void its limited warranty and no RMA or warranty service will be provided by PLPC. All

- * RMA will be closed 90 days after issuance of RMA number. No RMA status will be available after 90 days.

- * All software sales are final sale, no refund, exchange, or credit will be given.

number and the reason for requesting a RMA number. All products returned must have the RMA number prominently displayed on the shipping label and outside of the

all products.
from invoice date.
/ and no RMA or warranty service will be provided by PLPC.



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I. Tiempo de garantía:

- 2 años de garantía desde la fecha de la factura original.

II. Procedimiento:

1. Registrar todos los productos XFX defectuosos en el Excel.
2. Enviar el Excel a los siguientes correos: carlos.hurtado@plpc.com ; rmaricky@plpc.com.
3. Una vez confirmado y aprobado los casos de RMA, Máxima Internacional deberá emitir un certificado de destrucción y las pruebas de la destrucción de los productos.
4. Después de analizar esta información y las pruebas, PLPC emitirá la nota de crédito.

III. Exclusiones de garantía:

- a. El producto sufre daños como consecuencia de desastres naturales como: incendio, inundación, rayos, etc.
- b. El producto se daña como resultado de la conexión a fuentes de voltaje irregulares (componentes quemados/reventados; rastros de PCB).
- c. Montaje inadecuado o falta de instrucciones en el proceso (pasadores doblados/rotos/hundidos/desviados en el zócalo del procesador; conectores/ranuras rotos; pines dañados en conectores/ranuras; componentes de PCB dañados/desprendidos/rotos; pistas de PCB dañadas, etc.).
- d. Vandalismo (Daño Doloso para forzar la garantía de reposición o nota de crédito).

- e. Daños por contaminación ambiental como daños por humedad o polvo (Oxidación por humedad ambiental; oxidación por orina de cucarachas/roedores; líquido derramado sobre la PCB; oxidación por polvo húmedo impregnado en los componentes de la PCB) OBS: PCB = Placa base del circuito Imprimir.
- f. Instalación o uso incorrecto o inadecuado, en particular el uso permanente de productos fuera de sus parámetros de diseño originales (Over Clock; alteración de parámetros en el SETUP del BIOS sin seguir las recomendaciones).
- g. Reparaciones incorrectas o intentos de reparación por parte de personas no autorizadas (Tampering de Terceros).
- h. Daños causados por falta de mantenimiento por acumulación de agentes nocivos para los componentes electrónicos como polvo y humedad (El mantenimiento periódico es responsabilidad del usuario y la frecuencia dependerá del uso y ubicación).