

Metapo Fenton UPS RMA Form

1. Please complete this RMA form with a detailed description of the problem for your product.
2. Fax this completed RMA form with a copy of the original purchase invoice to (408) 943-9309. Or send e-mail to support@metapo.com
3. All RETURNING product serial numbers must match with the original invoice.
4. The RMA Dept. will fax back to you an RMA number within 3 business days or provide a reason for RMA denial.
5. After you receive an RMA number, then you may return your defective product to Metapo with freight prepaid via UPS Ground. We will tell you what to ship; the whole UPS with or without battery or just PCB.
6. **Make sure to use the original (or proper) packaging to ship the product back. Protect the front panel to avoid shipping damage. Customer will be responsible for damage in shipment if improper packaging is used.**
7. Your assigned RMA number is valid for 30 days from the issued.
8. Please write the RMA Number on the outside of your shipping box (on the address line).

Complete this form and FAX it to the RMA Dept. WITH a copy of your purchase INVOICE and Warranty Statement

Customer Name:	Date:
Company Name:	Invoice Date:
E-mail:	Seller's Name:
Seller's Address	Seller's Phone:
Model #:	AC Input Voltage:
Serial Number:	
No. Of Units:	
Type of Load Connected to UPS:	
How long does the unit work before the problem occurs?	_____ Months
When did you replace the battery last time?	
Did you check the battery voltage and conditions?	
When did the problem occur, UPS is at __ Normal mode __ Battery mode	
Defective Description: (Please describe the LCD/LED display, battery status, and defective symptoms as detailed as possible. Thanks!)	