



## P-Link Computers

1142 S. Diamond Bar Blvd. #198, Diamond Bar, CA 91765  
Tel:(909)861-9602 Fax:(909)494-9557

### WARRANTY

1. P-Link COMPUTERS (hereinafter P-Link) provides the warranty of one year from the invoice date (paypal transaction date) for the quality of all its products. During this period P-Link will repair or replace all merchandise which proves to be defective. ***This warranty shall extend to the buyer only and not to the buyer's customers.*** Warranty will not cover any product which have been subjected to abuse, unauthorized repaired, neglect, improper shipping and handling.
2. Any packaging complain must be reported to P-Link for an R.M.A. number within 2 days of receiving.
3. Any Dead-On-Arrival must be reported P-Link for a D.O.A. number within 7 days of invoice date.
4. Any shortage of shipment must be reported to P-Link for an R.M.A. number within 2 days of receiving.

### RETURN MERCHANDISE AUTHORIZATION (R.M.A) PROCEDURE

1. Please fill out the R.M.A. REQUEST FORM of P-Link and email the model # to [sales@plinkusa.net](mailto:sales@plinkusa.net) using the email when you made purchasing hen fax it to (909) 494-9557 for all returned product.
2. P-Link's R.M.A. representative will contact the customer for issuing an R.M.A. number after receiving the R.M.A. REQUEST FORM from the customer. ***Any returned product without obtaining an R.M.A. number from P-Link will be rejected.***
3. Clearly indicate the R.M.A. number on the shipping box and put the copy of original invoice and R.M.A. REQUEST FORM into the shipping box.
4. Please ship the returned merchandise to P-Link with freight prepaid, and P-Link will cover the freight to our customer for the merchandise replaced or fixed.
5. All returned merchandise must be in resalable condition, and not defaced or scratched. ***The returned merchandise must be in the original packaging with all original manual and accessories, or a full replacement will not be issued.***
6. After replacement of R.M.A., P-Link reserves the right to request the total cost of replacement merchandise or the merchandise itself, if later to be found physically damaged by the customer.
7. ***P-Link does not take the responsibility for the refund or change of merchandise which finally to be found that are not in accordance with buyers' demand or fondness.***

**Note:** This WARRANTY AND RETURNED POLICY is revised on March 1, 2003.



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## RMA REQUEST FORM

RMA # ISSUED: \_\_\_\_\_

Date of RMA Requested: / / . Company Contact Person: \_\_\_\_\_

Phone #: \_\_\_\_\_ email (the one used for purchased): \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

| ITEM # | Q'TY | PROBLEM VERIFIED AFTER TESTING |
|--------|------|--------------------------------|
|        |      |                                |
|        |      |                                |
|        |      |                                |
|        |      |                                |
|        |      |                                |
|        |      |                                |
|        |      |                                |

Paypal account mail (INVOICE No. ) associated with the above RMA: \_\_\_\_\_

(RMA No. will not be issued without Paypal or Invoice No from Yahoo store.)

Comments By Customers:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**NOTE:** 1. Please fill out the form above and fax it back to our RMA Dep. The RMA No. Will be issued by our R.M.A.

Department after we receive the form.

2. Please put the R.M.A. No. on the box which you will return to us by freight, or our warehouse may reject it.

3. All RMA items must be shipped freight prepaid with RMA Form and RMA No. attached.

### P-Link Computers RMA Department Use Only

\_\_\_ Replace \_\_\_ Repair \_\_\_ Return \_\_\_ Credit Only Tested by: \_\_\_\_\_

File Date: \_\_\_\_\_ By: \_\_\_\_\_

Receive Date: \_\_\_\_\_ By: \_\_\_\_\_

Tracking #: \_\_\_\_\_

Ship Out Date: \_\_\_\_\_ By: \_\_\_\_\_

Tracking #: \_\_\_\_\_

COMMENTS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_