

# SCEPTRE *RMA*

Please COMPLETELY fill out this form and fax it back with a copy of your invoice to 1-626-855-5711. An RMA# will be issued within 24 hours. **The RMA# is only valid for 15 days and must be clearly displayed on the outside of the shipping package.**

**ACCT#(If applicable):** \_\_\_\_\_ **COMPANY:** \_\_\_\_\_  
**NAME:** \_\_\_\_\_ **E-MAIL:** \_\_\_\_\_  
**TEL: ( )** \_\_\_\_\_ **FAX: ( )** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_



**If the RMA form is INCOMPLETE or does not have payment information for an out-of-warranty unit, the product will be refused and returned at the customer's expense. Send Monitor/TV only. Do not send in cables, accessories, remote control or stand/base. Please cover monitor / TV with a plastic bag or protector to prevent screen damage from the packaging material and foam. Sceptre will not be responsible for scratches or damages.**

P/N :	Serial No.	Invoice # / Date	Reason
Example	X9G-Naga	632-----1404	Required
			What's wrong with it?

*Comments:*

**RMA #:** \_\_\_\_\_ **ISSUED DATE:** \_\_\_\_\_ **ISSUED BY:** \_\_\_\_\_

16800 E. GALE AVE. CITY OF INDUSTRY, CA 91745 TEL: 626.369.3698 FAX: 626.855.5711

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## **R**ETURN INSTRUCTIONS:

1. **FORM:** Completely fill out the Return Merchandise Authorization (RMA) form. Incomplete RMA forms will be refused.
2. **FAX:** Fax the RMA form with a copy of a purchase invoice to 1-626-855-5711. An RMA number will be issued within 24 hours and is valid for 15 days.
3. **PACK:** To avoid damages, please ship the product(s) with the original packaging materials. Sceptre will NOT be responsible for any damages or lost items.
4. **SHIP:** Clearly print the RMA number on the outside of the shipping package and ship it to:  
Sceptre-RMA 16800 E. Gale Ave. City of Industry, CA 91745 USA  
***We advised you to insure your shipping to cover for any damages during shipping!***
5. **Out of Warranty Unit:** Please indicate payment method and sign the RMA form.

**CHECK:** Please mail cashier's check or money order to the above address, attention to RMA Dept. and write the RMA# on the check or the envelope as a reference number.

**CREDIT CARD:** Please carefully complete credit card information.

The RMA number is only valid for 15 days and must be clearly displayed on the outside of the shipping package. If the RMA form is incomplete or the return shipment does not have an RMA number clearly visible on the outside of the shipping label, the product will be refused and returned at the customer's expense. **\*All products are considered as one package and will be shipped via UPS ground.**

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