



## PRODUCT WARRANTY CLAIM FORM

Please complete the application and fax to (954) 570 5589 or email to [sales@macroenter.com](mailto:sales@macroenter.com)

<b>Company name</b>		<b>Person to contact</b>	
<b>Address</b>			
<b>City</b>	<b>State</b>	<b>Zip</b>	<b>Country</b>
<b>Phone</b>	<b>Fax</b>		<b>Email</b>
<b>Order / Invoice Number</b>	<b>Date of purchase</b>	<b>Product</b>	
<b>Please describe the problem</b>			
<b>How did you order the product?</b> <input type="checkbox"/> Phone <input type="checkbox"/> Online <input type="checkbox"/> Fax P.O. <input type="checkbox"/> Email		<b>Did you talk to Customer Service?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Did you open the product?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Did you install the product?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Did you try to modify or change the original product?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Return of defective product/part policy</b> <p>Macro Enter will apply the manufactured warranty and refund policy. Upon receipt and verification of the product warranty, Macro Enter will ship at its expense, a replacement to the customer or process a refund. Once the customer has received a replacement for the defective product or the RMA with the refund authorization, the customer is responsible for packing the defective products according to the instructions sent with the RMA or the replacement.</p> <p>The defective product must be received by Macro Enter within fifteen (15) days of the customer receiving the replacement or the refund authorization, otherwise Macro Enter will charge the customer the new product including shipping costs or the refund process will not be applicable. For refunds a restocking fee of up to 30% may apply.</p> <p>Return and refund authorization will not be processed 30 days after date of purchase. To apply this warranty claim, the customer must fill, sign and fax or email this form to Macro Enter.</p>			
<b>Warranty</b> <p>We provide a 30 days warranty on the products we sell unless otherwise specified by the manufacturer warranty. We apply the warranty when the product is shipped.</p> <p>All warranties will be applied under the conditions listed below:</p> <ol style="list-style-type: none"><li>1. Equipment has the warranty provided by the manufacturer and it will be limited by the manufacturer as is.</li><li>2. In case of repair or of a part replacement. We will apply the manufacturer warranty and what ever his agreement says.</li><li>3. We will not be liable for any losses and causes of actions, causes for lesser negligence of the shipping company or customer operation.</li><li>4. We will not be liable for any actual incidental, direct, indirect or consequential damages arising from the use, performance or non-performance of the equipment or software, including the lose of profits or lose of data.</li><li>5. We do not make any and hereby disclaims to the maximum extent allowed by law any and all covenants, representations and warranties with respect to its compliance with the statements of intent contained in the our privacy policy.</li></ol>			
<b>Credit Card Information (For warranty purpose only or to process the refund)</b>			
<b>Credit Card Number</b>	<b>Exp. Date</b>	<b>Security Code</b>	<b>Name on the Card</b>

I agree with the terms and conditions explained on this warranty claim form.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date (mm/dd/yy)