



Shipping:

- The return shipping address being used will be the address in your account profile at support.xfxforce.com. Please make sure that is up to date with the best shipping address to avoid possible shipping delays and complications.
- Shipping cost is the responsibility of the customer, whom will also bear all risk of lost or damaged merchandise during shipment to XFX. It is recommended that you use a standard shipping service such as UPS, FedEx, DHL, or USPS. It is also recommended that you obtain a tracking or delivery confirmation number.
- Please avoid the use of soft packages or padded mail envelopes, as they will not provide adequate protection for the product. Any damage caused by inadequate protection during transit will void the warranty and the product will be shipped back as is.
- Please put the product in an anti-static bag (use a brown paper bag if an anti-static bag is not available) before packing the product. Avoid any materials which may increase risk for static electricity discharge such as aluminum foil, electrical tape, duct tape, etc.
- Only the faulty item is required. Please do not send any accessories (including games, cables, manuals, etc.) originally supplied with the product. Such items and the package used to ship the product in are recycled and will not be returned. All replacements are sent in non-retail packaging with only the product included. This includes modular power cables for power supplies, only the core PSU unit is needed.
- Items received missing the XFX serial number or with any physical damage will be rejected and returned as is.
- All RMA's must be received within 30 days from the date the RMA number was issued. If a product is not received within 30 days, and the warranty on the product expires, the RMA number will not be renewed.
- If your product is still within the warranty period and the RMA is cancelled then it may be reopened by contacting the support team via your support ticket.

International Shipping:

- Customer is responsible for paying all international duty and customs charges to and from XFX. Shipment of International returns may encounter additional delays.
- A copy of the original invoice should be included with the product to help processing the return shipment through customs. If a copy of the invoice is not included there will be increased chances of customs or duties fees on the shipment.

Repair and Replacements:

- Items will be thoroughly examined for physical damage, and then will be tested before any action is taken.
- Items deemed faulty will be replaced or repaired (subject to availability). If an item is replaced, the replacement will be the same exact model or a model deemed as equivalent (equal or better 3D performance) by XFX.
- XFX reserves the right to provide a replacement based on the performance of the original purchased product and not features, current market value, or original purchase price. XFX also reserves the right to replace products with like models of a different type, for example AMD with NVIDIA, or NVIDIA with AMD.
- Replacements units are refurbished/remanufactured units and any replacement will inherit the warranty of your original product. A replacement does not extend or alter your original warranty.

Warranty Terms:

- All products must be shipped back in original stock configuration. Items permanently modified or damaged due to modification may be refused for warranty servicing.
- Any product sent in with a missing or altered serial sticker will not receive warranty service and be shipped back as is.
- Any physical damage, either accidental or environmental, is not covered under warranty. Items with parts broken off, removed, scratched, corroded, rusted, with residue/foreign material, or mishandled will not be repaired, they will be immediately returned. Pictures will be taken upon unpacking and inspection.



Please Fill out the information below. By filling out and signing the information below you agree to our Terms and Conditions, so be sure to read them carefully. Be aware that in the absence of this form with a return all the Terms and Conditions will still apply.

Ticket Number

RMA Number

Part Number

Serial Number

Problem Description:

Please check the box(s) that best describes your issue:

- | | | |
|---|--|---|
| <input type="checkbox"/> No POST - Powers on | <input type="checkbox"/> Fan Failure | <input type="checkbox"/> Performance issues in game |
| <input type="checkbox"/> No POST - No system power | <input type="checkbox"/> Overheating - Fan seems good | <input type="checkbox"/> Video playback issue |
| <input type="checkbox"/> POST graphical distortions | <input type="checkbox"/> No video out of specific port | <input type="checkbox"/> Display flickering |
| <input type="checkbox"/> Looses video on windows load | <input type="checkbox"/> System reboots randomly | <input type="checkbox"/> Multiple monitor issue |
| <input type="checkbox"/> Windows desktop graphical issues | <input type="checkbox"/> System shuts down randomly | <input type="checkbox"/> System Freezes / Hardlock |
| <input type="checkbox"/> Games graphical distortions | <input type="checkbox"/> Display driver crashes or error | <input type="checkbox"/> Coil whine / Other noise |

Other / testing notes. Anything to help replicate the fault.

The location you send your RMA to is:

XFX
RMA Number: (Your RMA number goes here)
1215 E Acacia St
Suite 101
Ontario, California 91761
United States

I have read and understand the Terms and Conditions and accept them.

Signature: _____

Name Printed

Date