



## European Portwell Technology Netherlands RMA - Returned Merchandise Authorization Request Form

Shipment to : European Portwell Technology, Schillingweg 3, 2153PL Nieuw-Vennep, The Netherland  
EPT RMA Tel :+31-252-620790

**INSTRUCTIONS:**

- Fill this form out completely and email to us The RMA Dept. (\*\*rma@portwell.eu\*\*) will reply by email with a RMA number.
- Send the motherboard ONLY (once you receive the RMA number).

**RMA NO:**

**PLEASE TAKE NOTE:** Merchandise for return, repair, replacement, will not be accepted without a RMA number.

EPT (European Portwell Technology) will not be responsible for any missing cables or hardware shipped with the motherboard to RMA.

Please send products without any mechanical damage or conversion. Please pack the product using antistatic bag and include enough buffer or shock-absorbing material (such as foam or newspaper) so that the product will be cushioned in transit. Insufficiently packed products will lose their warranty immediately, and will be returned to you with a small handling charge of 30 Euro/£25.

Prior to claiming the warranty, please also double-check that all components and devices connected to the Portwell product are not the cause of your problem. If we cannot find any fault on the Portwell product, or the fault on the Portwell product has been caused by a separate component or device, then we will return the product with handling charge of 30 Euro/£25. The warranty also cannot be claimed on the following situations: compatibility problems, dead batteries, BIOS failure, driver and firmware updates.

*The maintenance period 7 weeks needed*

<b>Customer/ Company Name:</b>		<b>Shipping Address:</b>	
<b>Contact Person:</b>		<b>Email:</b>	
<b>Tel:</b>		<b>Remark:</b>	

ITEM	Model name	Version /Warranty	SERIAL #:	ERROR CODE/ DESCRIPTION OF PROBLEM(S): (See table below)	System Configuration (Test Equipment)					
					CPU Type	HDD Type	Memory Type	Operating System	Power type	Others
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

<b>DESCRIPTION OF PROBLEM (S) CODE:</b>	F1: No Power.	F2: Front panel no function	F3: Com Port Failure	F4: IDE/LPT Port Failure
	F5: LVDS failure	F6: HDD/SSD Failure	F7: Memory Problem	F8: LAN Port Failure.
	F9: Keyboard/PS2 mouse Failure	F10: SCSI Failure	F11: Can't boot up	F12: Can't start up the operating system
	F13: CPU socket damaged	F14: Raid controller no function	F15: Others (Please provide the specific problems)	F16: USB failure
	F17: NO sound	F18: Fan no function	F19: EPROM Flash error	F20: Serial ATA no function
	F21: BIOS bad or missing	F22: No display	F23: PCI no function	F24: Unstable