



# Return Material Authorization Request Form

### Procedure for returning Themis Computer products:

1. Complete this form in its entirety. An incomplete form will delay repairs, replacements, upgrades, etc.
2. Fax or mail this completed form to:  

**Themis Computer ■ 47200 Bayside Parkway ■ Fremont, CA 94538**  
**Attn: Customer Service Dept. ■ Fax #: (510) 490-5529**
3. An RMA number will be issued after the form is received and approved by Themis Computer.  
*Note: Material will not be accepted without an RMA number.*
4. You will be notified of your RMA number by Fax or mail.
5. Method of shipment is UPS Blue FOB "Your Location".
6. For Warranty Repairs, Non-Warranty Repairs, and Upgrades, please complete both pages of this form.
7. Please remove proprietary EPROM(s) from the product(s) to be returned. Themis Computer will test each product using the same (or upgrade) version of EPROM that was originally installed.
8. Please remove or copy any proprietary code written to NVRAM. Products will be tested using default settings in NVRAM. If your code is write protected, it cannot be tested. If your code is not protected, it may be erased.
9. Please remove all custom name plates. Product will be returned in original shipping condition (excepting cosmetic flaws).
10. Service reports will be provided within each product's packaging.

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

Contact Name: \_\_\_\_\_  
 End User Company: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_

### Ship To (If different than above):

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

Contact Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_

\*Themis Product: \_\_\_\_\_

Serial Number: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\* RMA Numbers are issued for a maximum of three units per one product type. If you have more than one product type or more than three units to return, please attach an additional sheet to this form indicating the products with their corresponding serial number.

### Reason for return:

- † Evaluation Return
- † Upgrade
- † Warranty Repair

- † Non-Warranty Repair
- † Other \_\_\_\_\_

# Problem Report

Themis Serial Number: \_\_\_\_\_

System Configuration:

Hardware:    Version: \_\_\_\_\_    Revision: \_\_\_\_\_    Serial #: \_\_\_\_\_

Software:    OS: \_\_\_\_\_    Version: \_\_\_\_\_

                  Application: \_\_\_\_\_    Version \_\_\_\_\_

Other configuration details:

Problem Description:

Themis Serial Number: \_\_\_\_\_

System Configuration:

Hardware:    Version: \_\_\_\_\_    Revision: \_\_\_\_\_    Serial #: \_\_\_\_\_

Software:    OS: \_\_\_\_\_    Version: \_\_\_\_\_

                  Application: \_\_\_\_\_    Version \_\_\_\_\_

Other configuration details:

Problem Description:

Themis Serial Number: \_\_\_\_\_

System Configuration:

Hardware:    Version: \_\_\_\_\_    Revision: \_\_\_\_\_    Serial #: \_\_\_\_\_

Software:    OS: \_\_\_\_\_    Version: \_\_\_\_\_

                  Application: \_\_\_\_\_    Version \_\_\_\_\_

Other configuration details:

Problem Description: