

**Customer Information (Shipping Address)**

Date: \_\_\_\_\_ Optoma Tech Support Rep you spoke with: \_\_\_\_\_ RMA Class: For Optoma Use only \_\_\_\_\_

Contact Person: \_\_\_\_\_

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

Shipping address: \_\_\_\_\_  
(PO Boxes and APO addresses are not accepted)

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Model #: \_\_\_\_\_ Serial #: \_\_\_\_\_

Problem Description /Trouble Shooting notes: \_\_\_\_\_  
\_\_\_\_\_**\*\*\*Please Read the Following RMA Policy:**

1. Please include a copy of your proof of purchase establishing warranty coverage. Warranty coverage is effective from the date of purchase. Damage caused by abuse, improper handling or packaging is not covered. (See warranty card for complete information.)
2. **All products returned to Optoma for repair must have an RMA number. The RMA number must be clearly marked on the outside of the returned package. Any item without an RMA on the outside of the package will be refused.**
3. Do not send any accessories with your product unless specifically requested to do so by an Optoma representative. Optoma will not be held responsible for any lost or missing items unless said item was requested to be sent in and is listed above.
4. All items **MUST** be properly packed for shipping. Improperly packaged units may be considered to be void of warranty.
5. For status of your RMA, please visit our Web site at [www.optomausa.com](http://www.optomausa.com).
6. All returned merchandise must have it's own original specification label (With serial number).
7. RMA products covered under warranty must be shipped freight prepaid, insured, and placed in its original shipping package for safe transportation. For warranty returns, inbound shipping cost to Optoma will be paid by the customer.
8. For-out-of warranty repairs, customer pays round-trip freight. Out-of-warranty units, or damage not under the warranty, will be charged to the customer. Repairs will be performed upon receipt of payment.
9. For all international returns, the customer must write "NO COMMERCIAL VALUE" on the box and shipping bill. It is also necessary for the customer to state on the bill that the unit is being returned for repair only. Optoma is not responsible for duties and taxes incurred.
10. **To get your RMA number, EMAIL or FAX this completed RMA form with a copy of your receipt to:**  
a. [support@optoma.com](mailto:support@optoma.com) OR b. **Fax # 510-897-8601**

**Please label your package according to the following format and ship your package to:****Optoma Technology, Inc.  
Attn: (Please fill in your RMA #)  
3178 Laurelview Ct.,  
Fremont, CA 94538****Email: [support@optoma.com](mailto:support@optoma.com)**