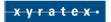
Xyratex U.K. Return Material Authorisation Form



Directions: Please	complete sections A, B and C of this form and email it to	ross_dixon@xyratex.com	Tel: +44 (0) 2392496270) or fiona	a_moon@xyratex.com Tel:+44 (0) 239	02496069)				
Quantity of Parts:									
RMA Issued Date									
SECTION A - Customer Information									
Contact Name				Please address all returns to: Xyratex Field Spares Centre					
Customer Name				Area 1000/101					
	Customer Return Address		Langstone Road Havant						
				Hampshire P09 1SA					
				United Kingdom					
Telephone									
Email									
Request Date		ļ							
Terms and Conditions: All returns for repair/replacement must have an RMA number assigned, and sections A, B & C fully completed. Please clearly indicate the RMA number on the return package, and enclose a copy of the completed RMA request within the shipment. Failure to do so may delay the dispatch of repair / replacement parts indefinitely. Xyratex assumes no responsibility for units sent without a prior RMA. Assigned RMA numbers are valid for 30 days after issuance. Xyratex will not commence work on out of warranty units until a purchase order is received. All returns must be shipped back in original or approved packaging or warranty validation will be rejected.									
Warning: In accordance with the IATA, UN3481 – Packing Instruction 967. Suspected damaged to/or visible damage to defective lithium batteries, means that it is a requirement and therefore forbidden to transport battery products by air. Please always ship these products by alternative means.									
BY SUBMITTING THIS FORM I FULLY UNDERSTAND AND ACCEPT THE TERMS AND CONDITIONS HEREIN									
SECTION B - Field Failure Information									
Return Reason									
O IN Warranty Repair OUt of Warranty Repair OUpgrade OField Recall									
Return Type									
OField Failure OIntegration Failure (Fails at integrator facility) ODead on Arrival									
Type of Failure Analysis Requested									
FA1 - Failure Verifcation	A1 - Failure Verifcation FA3 - Root Cause Analysis Requested All Customer FA3 Requests are reviewed and subject for approval by Customer Quality Engineering.								
If you are requesting an FA3 report, it is essential that you supply Xyratex with a detailed Fault description.									
SECTION C - Item Information									
Part Number	Item Serial Number	Item Description or Feature Code	Problem/Failure D	escription for defective part	Customer PO #				
		3000							