Xyratex
Seremban Return Material Authorisation Form

x y r a t e x.

Directions: Please complete sections A, B and C of this form and email it to   Tan_Wah-Seng@malaysia.xyratex.com   Tel : +60 (0) 6 676 8075

Quantity of Parts:

RMA Issued Date

SECTION A - Customer Information	

Contact Name	
Customer Name	
	Customer Return Address
Telephone	
Email	
Request Date	

Please address all returns to:
XYRATEX (Malaysia) Sdn Bhd,
Lot 34 & 37 Persiaran Tanjung Bunga 1,
Senawang Industrial Park,
70400 Seremban NSDK,
Malaysia

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

○ In Warranty Repair   ○ Out of Warranty Repair   ○ Upgrade   ○ Field Recall

Return Type

○ Field Failure   ○ Integration Failure (Fails at integrator facility)   ○ Dead on Arrival

Type of Failure Analysis

☐ FA1 - 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 Description for defective part**	**Customer PO #**