Return Material Authorization (RMA) Request Form

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| **Part 1. Please complete below white blank areas** |
| Company Name |  |
| Contact Person |  |
| Telephone No. |  |
| Email Address |  |
| Delivery Address |  |
| Product and Problem Description |
| Model No. | Serial No. | Problem Description | **Warranty Validity**(Filled in by Cincoze) |
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| **Part 2. The following information will be filled in by Cincoze** |
| Contact Person |  |
| Telephone No. |  |
| Email Address |  |
| RMA Number |  |
| Shipping Methods |  |

RMA Request Procedure

1. Customer completes white blank areas in part 1 and email to Cincoze.
2. Cincoze complete rest of information in “RMA request form” and email back to customer.
3. Customer includes a filled in RMA Request Form in the export carton while returning items to Cincoze.

Notice

Please send RMA products to below address:

**2F., No.130, Lane.235, Baociao Rd., Sindian Dist., New Taipei City 23145, Taiwan**

Please make sure you keep the tracking number whenever items are shipped, you’ll need this number if logistics supplier delivers the goods to a wrong address.

Please send only the device itself and exclude accessories such as manuals, cables, etc. If you believe the accessories may be part of the problem and wish to include them, please state it clearly in the white blank area of “Problem Description”.

Any information including detail failure information will expedite the process of RMA. You must describe the encountered problems in the "Problem Description" blank area. Vague entries such as "does not work" and "failure" are inappropriate.

You are responsible for all shipping charges when sending your items to Cincoze. Cincoze will cover all shipping charges when returning the items back to you after repair.

Thanks very much.