



HighPoint RMA Form-Sample

RMA Number: _____
Return Address: _____

Customer Name: _____
Telephone No: _____
Fax No: _____
E-mail: _____
Date: _____

HighPoint RMA Department

1161 Cadillac Court
Milpitas, CA 95035
Main: (408) 942-5800
Fax: (408) 942-5801
Web Support URL: www.highpoint-tech.com/websupport
E-mail: rma@highpoint-tech.com

HighPoint Part Number	Receipt No.	Receipt Date	Where Purchased/Location	Serial Number	Support Case ID

Note:

1. RMA is for Repair Only.
2. You have to provide these 3 items before we issue an RMA number: **1)** HighPoint RMA Form **2)** Purchase Invoice **3)** Shipping Cost Payment Record for outside the continental US - If your return address is outside the continental US, you are required to cover costs for the RMA Shipment to HighPoint, and the return shipment to your address.
3. Completely fill out the information on the RMA Form or you will be notified to refill it out again , this will cause a delay in the process.
4. RMA Number is valid for 30 Days from the issue date.
5. When returning defective products, please make sure the **HighPoint Return Shipment Slip** is pasted on the outside of the box and the product in its original packaging, including all accessories are in the shipment box.
6. HighPoint does not cross ship RMA returns and does not exchange the RMA Return with a different HighPoint product.
7. Replacement within the continental US will take up to 21 Business Days (3 weeks), upon receiving RMA Return Package.



HighPoint RMA Form

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B				C	D

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Part A: 6511 Plumas Street Suite 277 Reno, NV, 89519, USA

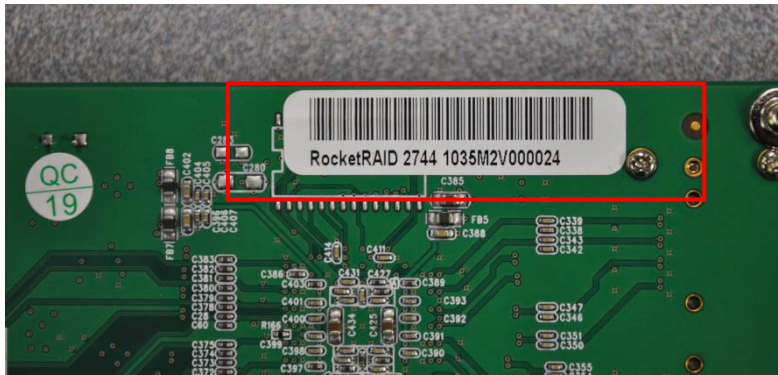
Note: Customer needs to provide an accurate return address for the RMA return package. HighPoint will only ship the RMA return package to the address provided in the RMA Form.

Part B: RocketRAID 2744

How to get the HighPoint Part Number?



Part C: Product Series Number: 1035M2V000024
Check S/N on back side of card.

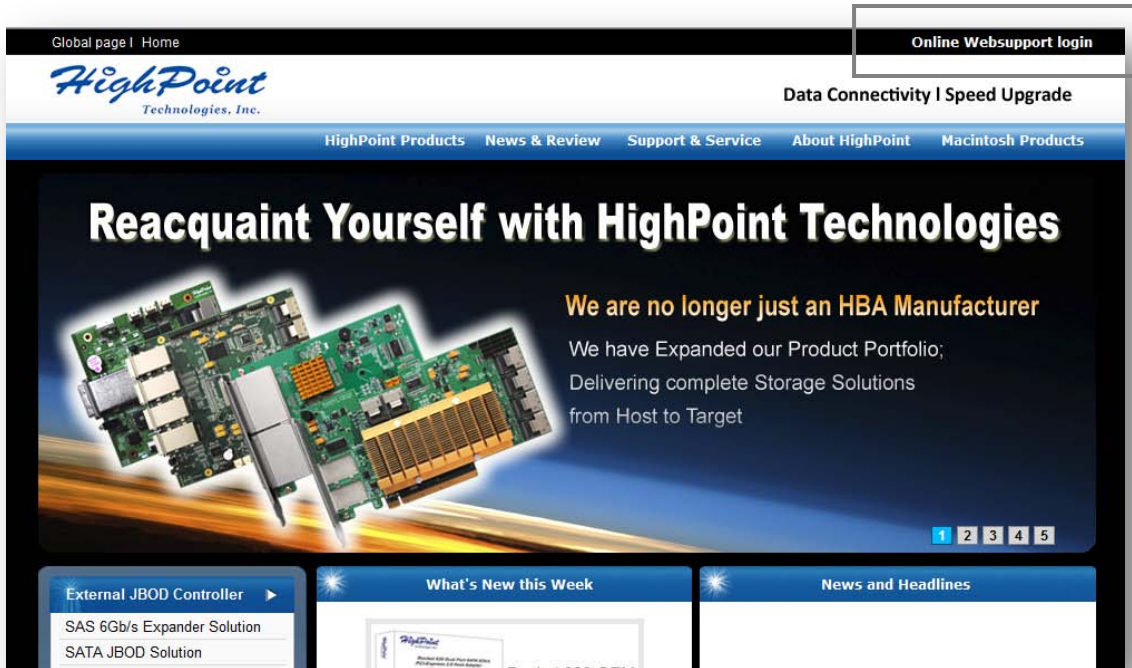


Or check S/N on retail box

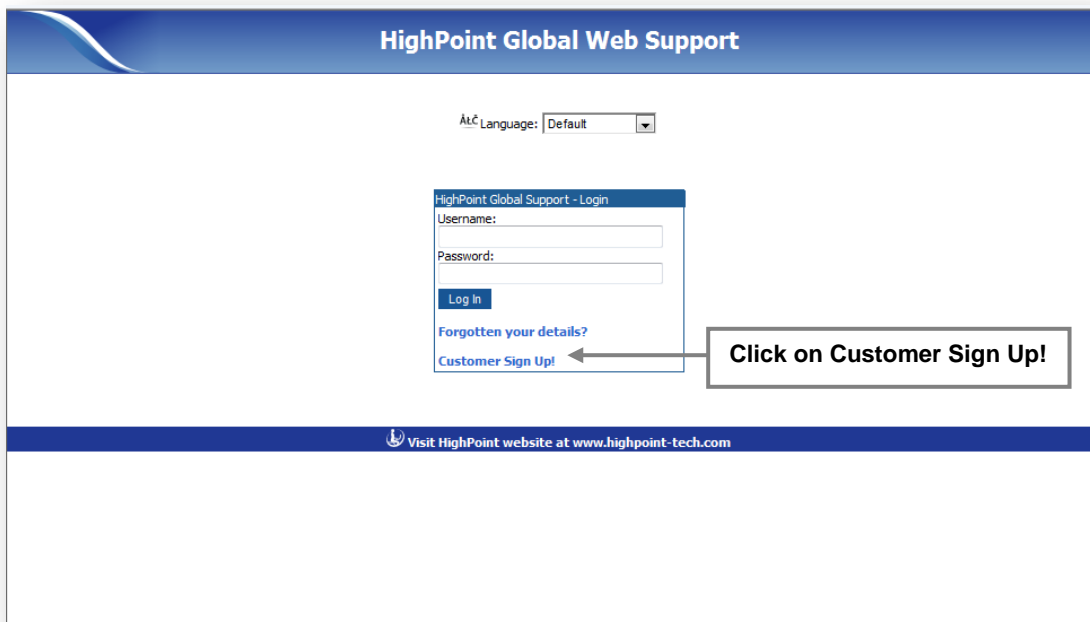


Part D: How to get the case ID?

Step 1- Go to Online WebSupport Login <http://www.highpoint-tech.com/websupport>



Step 2: Web Support URL (<http://www.highpoint-tech.com/websupport/>) then click on Customer Sign Up!

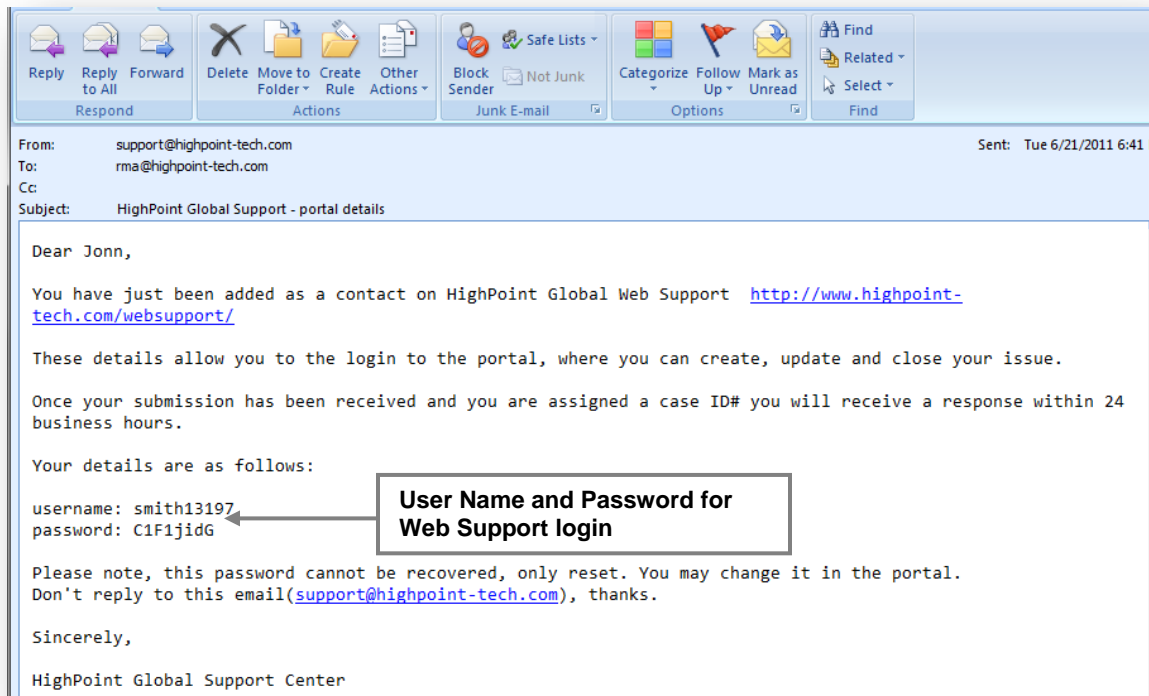


Step 3: Fill out New Customer information form.

The screenshot shows the 'New Customer' form in the HighPoint Global Web Support interface. The form is titled 'New Customer' and contains the following fields:

Name	Title	First Name	Last Name
Mr	John	Smith	Required
Job Title	Manager		
Department	RMA Department		
Email	jsmith@yahoo.com Required <input checked="" type="checkbox"/> Email Data Protection [?]		
Telephone	408-842-5800 <input checked="" type="checkbox"/> Telephone Data Protection [?]		
Mobile			
Fax	408-942-5801		
Address	<input type="checkbox"/> Address Data Protection [?]		
Address1	1161 Cadillac Court		
Address2			
City			
County	Milpitas		
Country	UNITED STATES Required		
Postcode	95035		
Email details	<input checked="" type="checkbox"/> Email customer login details?		

Step 4: Check confirmation email for User Name and Password settings.



Step 5: Login the WebSupport by the User Name and Password

The screenshot shows the 'HighPoint Global Web Support' login interface. At the top, there is a blue header with the site name. Below the header, a language selection dropdown is set to 'Default'. The main content area features a login box titled 'HighPoint Global Support - Login' with fields for 'Username:' and 'Password:', a 'Log In' button, and links for 'Forgotten your details?' and 'Customer Sign Up!'. A footer bar contains the text 'Visit HighPoint website at www.highpoint-tech.com'.

Step 6: Add Product Registration

The screenshot displays the user dashboard for 'HighPoint Global Web Support'. The user is logged in as 'Jonn Smith'. The navigation menu includes 'Issues', 'Products', 'My Profile', and 'Logout'. The main heading is 'Your support products' with a sub-heading 'None' and an 'Add Product Registration' link. A callout box with an arrow points to this link, containing the text 'Add Product Registration'. The footer bar repeats the website information: 'Visit HighPoint website at www.highpoint-tech.com'.

Step 7: Add Product Registration details, please make sure all information is included
(**Product/ Purchase Date/ Product Serial Number**)

The screenshot shows the 'Add Product Registration' form. The form has a light purple header and a white body. It contains the following fields:

- Product ***: RocketRAID 2744
- Purchase Date**: 2011-06-16
- Product Serial Number ***: 1035M2V000024
- Notes**: RMA Request

Below the form is a blue button labeled 'Add Product Registration'. At the bottom of the page, there is a blue footer with the text 'Visit HighPoint website at www.highpoint-tech.com'.


Step 8: Check Products and Add Issue

The screenshot shows the 'Your support products' page. The 'Products' menu item in the top navigation bar is highlighted with a red box. Below the navigation bar, there is a table with the following data:

Product	S/N	Purchase Date	Details	Operation
RocketRAID 2744	1035M2V000024	2011-06-16	View	Add Issue


Below the table is a blue button labeled 'Add Product Registration'. At the bottom of the page, there is a blue footer with the text 'Visit HighPoint website at www.highpoint-tech.com'.

Step 9: Title Required – RocketRAID 2744 RMA Request

 **Add Issue**

Area:	- NOTE: Not setting one may slow down processing your issue
Title:	RocketRAID 2744 RMA Request Required
Problem Description:	The more information you can provide, the better BIOS/Firmware Version: <u> v.12 </u> Driver version: <u> v2.1 </u> WebGUI version: <u> v1.0 </u> Operating System: Windows Vista 64-bit _____ Motherboard Model: Intel H642 _____ System BIOS version: _____ System memory size: _____ HDD Model: <u> WD </u> <u> 3TB </u> HDD Firmware version: _____ RAID Configuration: RAID <u> 5 </u> Other configuration information:


[Add Issue](#)

 Visit HighPoint website at www.highpoint-tech.com

Step 10: You will get case ID **9637**

HighPoint Global Web Support


[My Profile](#) [Logout](#)

 **Your current open issues**

[Show closed issues](#)

ID	Issue	Products	S/N	Owner	Last Updated	Status	Operation
9637	RocketRAID 2744 RMA Request	RocketRAID 2744	1035M2V000024	HighPoint Global Support	Jun 22nd 2011 @ 2:01am	Active	Update Request Closure

[Add Issue](#)

 Visit HighPoint website at www.highpoint-tech.com