



VIG Computers
100 Sheldon Dr, Unit #3&4
Cambridge, Ontario
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RMA Policy

Starting Thursday, September 8th, 2005 all RMA brought to VIG Cambridge must include the following:

- Approved RMA Sheet

RMA items that do not include the Approved RMA Sheet will be refused immediately. This is not done to complicate the return process, but to ensure that the product is indeed under warranty. At the same time it will speed up, and make the process easier.

RMA Procedure

Before bringing the defective product to VIG Cambridge, you are required to fill out the VIG RMA Form. The VIG RMA Form is available online at www.VIGDeals.com/rma.pdf, or can be faxed to you upon request.

Once the VIG RMA Form is filled out, please fax it to us at (519)620-9393 ATTN: RMA, or Email it to brandon@vigdeals.com subject: "RMA".

Upon receiving the RMA request, we will review it and process it as early as we can, and fax or email you the approved RMA Form along with the RMA number. If the defective product is no longer under warranty, you will receive a RMA Denied sheet, with the reasoning, including the expiration of warranty date.

After you receive the Approved RMA Form and RMA number, you can bring the defective product to VIG Cambridge, with your Approved RMA Form.

Non-Defective Product

Any product which is brought for RMA and upon testing is determined to be defect free and in working order, there will be a \$10.00 processing and handling fee!

RMA That Will Not Be Accepted

The following is a list of RMA items that will not be accepted;

- Physically damaged material (Unless received in that condition)
- Hard Drive *
- CPU *

* Items can be submitted for RMA through VIG Cambridge, but shipping must be paid for by returnee.

I hereby agree with the rules listed above, and will complete all necessary steps for my RMA process. If my returned product is not defective, I will pay the fee of \$10.00 for processing and handling.

Signature

Date