

## Return Merchandise Authorization (RMA) Form

Customer Information				RMA Information <small>(Obtain from Korenix)</small>	
Company		Contact name		RMA (Y/N)	
Phone		Fax		RMA No.	
E-mail				Date	
Address	<i>(RMA return address)</i>				
Return Product Information					
Please fill out the return product information					
Select the "Symptom Code" from the Symptom Code List and describe the symptom in "Detail Description"					
No.	Model	Serial No.	Symptom Code	Detail Description	In-Warranty (Y/N)
Symptom Code					
Code	Symptom	Description			
01	Device Boot issue	(1) Power on failed with LED on	(2) Power on failed with LED off		
02	GUI issue	Cannot access to switch web interface/CLI or setting error			
03	Connector/ Communication failure	LAN/SFP/PoE/Console/Serial/DIO/WAN/USB/VGA function failed (Please note which port and failure status)			
04	No wireless signal	Cannot detect wireless signal			
05	Packet loss	(1) Consistent Packet loss	(2) Occasionally Packet loss		
		Please estimate the failure frequency:			
06	Others				