



This document consist of two parts-

Part A) RMA policy

Part B) RMA form

Part A) RMA policy

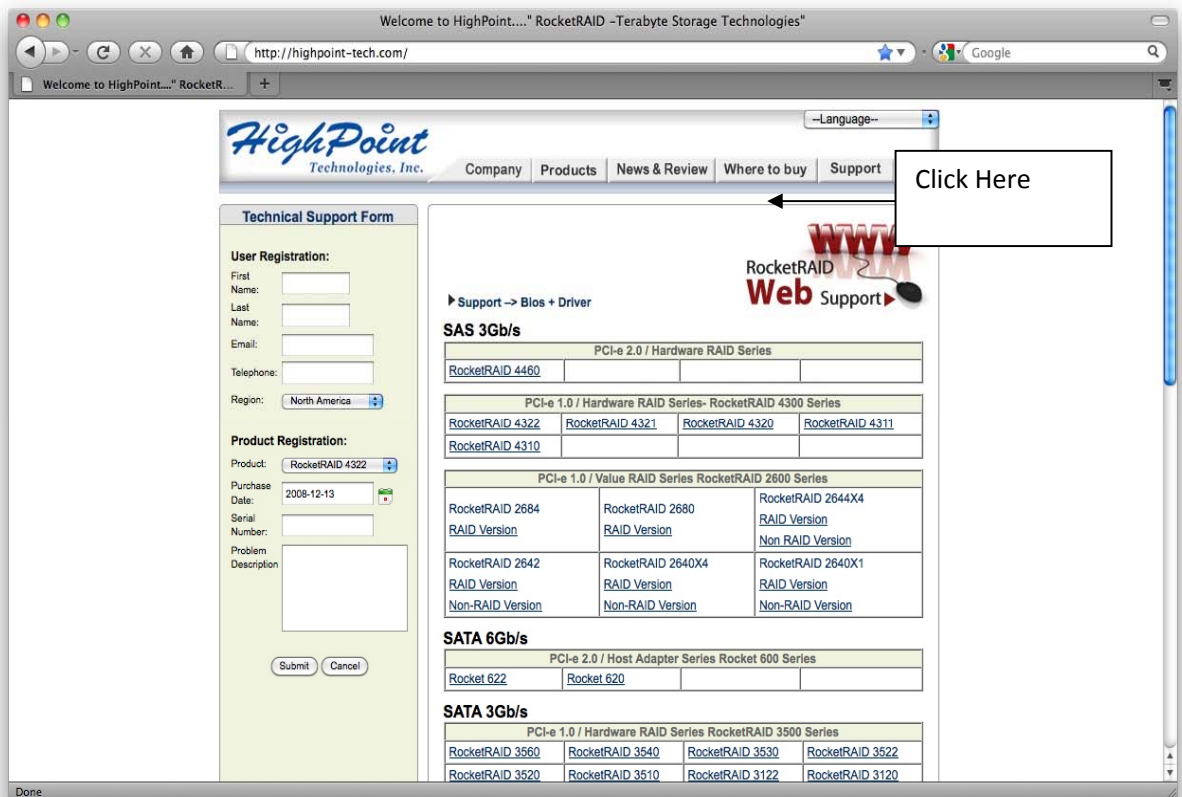
How-To RMA Procedure:

- 1) How to apply for RMA

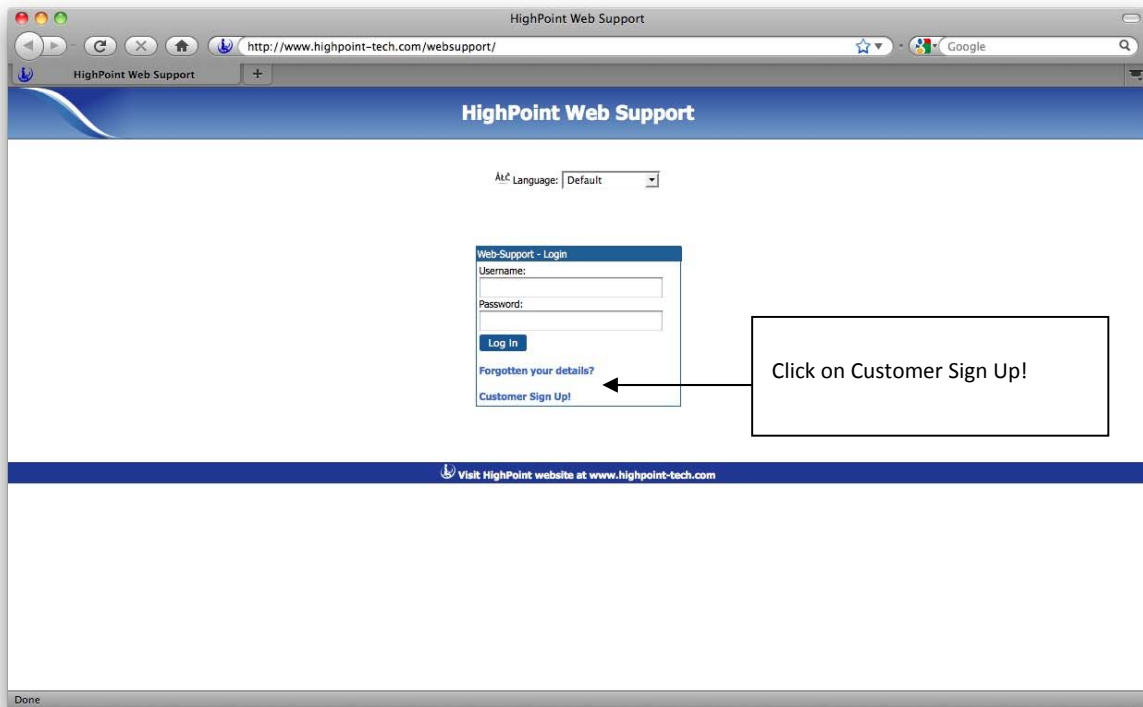
Determine the problem by going to the HighPoint web support

- Register for a Case ID and post the RocketRAID problem onto HighPoint Web Support  
Web support URL (<http://www.highpoint-tech.com/websupport/>)

**Note:** When HighPoint Support Technicians have determined that your HighPoint product is defective your **CASE ID** will be forwarded to the HighPoint RMA Department for processing.



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



Fill out New Customer information form.

HighPoint Web Support

Issues Products My Profile Logout

Unknown

New Customer

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	408-942-5800 <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	Milpitas		
County			
Country	UNITED STATES		
Postcode	95035		
Email details	<input checked="" type="checkbox"/> Email customer login details?		

Add Customer

Visit HighPoint website at [www.highpoint-tech.com](http://www.highpoint-tech.com)

Check confirmation email for User Name and Password settings.



#### RMA Submission and Processing

**Note:** When HighPoint Support Technicians have determined that your HighPoint product is defective you will need to download and fill out the RMA Package of forms and upload those items through your CASE ID.

- RMA Package (HighPoint RMA Form & RMA Policy.doc)
- A copy of the Purchase Invoice
- Upload RMA forms back to your CASE ID in HighPoint Web Support

### HighPoint Product Warranty Information

Storage Interface	RocketRAID Family Series	Warranty	Weight Per Unit
SAS/SATA 3Gb/s	RocketRAID 4460	3 years	1.45LBS
	RocketRAID 43xx		
	RocketRAID 26xx		
SATA 6Gb/s	RocketRAID 21	1 year	1.0 LBS
SATA 3Gb/s	RocketRAID 35xx	3 years	1.45 LBS
	RocketRAID 25xx		
	RocketRAID 23xx		
	RocketRAID 22xx		
	RocketRAID 1740		
	RocketRAID 1742	2 years	1.45LBS
	RocketRAID 172x		
SATA 1.5Gb/s	RocketRAID 164x	2 years	1.45 LBS
	RocketRAID 152x	1 year	1.45 LBS
ATA-133 RAID	RocketRAID 4xx	2 years	1.45 LBS
	RocketRAID 1xx	1 years	1.45 LBS
ATA-133 Non-RAID	Rocket 1xx	1 year	1.00 LBS

2) Issue RMA Number

It will take up to 3 days of processing time upon receiving the **RMA Form** and **Purchase Invoice**.

**Note:** RMA number will only valid for **30 days**

3) Ship out the RMA package to HighPoint RMA Department

Print out and paste the **HighPoint Return Shipment Slip** to the outside of RMA Package when shipping package back to HighPoint. Customer will be responsible for Shipping and Handling costs.

**Note:** A valid RMA number needs to be visible on the outside of the box as well as on the packing slip inside of the box.

4) RMA Replacement

Replacement within US will take up to 5 Business Days upon receiving RMA Return Package if below requirements is fulfilled:

- 1) HighPoint RMA Return Slip with Valid RMA number
- 2) RMA return package must match RMA Form information
- 3) Replacement address must be valid

4) HighPoint responsible replacement shipping & handling within US

**Note-** Default replacement shipping service is Fedex Ground

5) Replacement Outside US will need additional information:

**Note:** Customer is responsible for Shipping, Handling and all Custom tax fees.

Recommended Shipping Carrier is FedEx

1) Choose shipping method and Quotation at

<http://www.fedex.com/ratefinder/home?cc=US&language=en>

Shipping service available at location and cost estimate

2) Select Payment Method

<b>Payment Methods</b>	<b>Additional charge</b>
Cashier Check	\$0
Account Wire Transfer	\$20 / transaction

3) Issue an Replacement Shipping Invoice

Shipping service, handling and Custom Tax

4) Received the payment, validate then ship out 5 business days



# HighPoint RMA Form

Replacement Address \_\_\_\_\_  
Name \_\_\_\_\_  
Telephone No: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

**HighPoint RMA Department**  
1161 Cadillac Court  
Milpitas, CA. 95035  
Fax: (408) 942-5801  
Web Support URL:  
<http://www.highpoint-tech.com/websupport/>

HighPoint Part Number	Qty	Serial Number	Where Purchased	Support Case ID

**Notes:**

**• RMA Replacement Only      • We Do Not Cross Ship      • RMA Number Valid for 30 Days**