



RMA Form

Return Page 1 to Xeltek for RMA requests. Missing information will delay obtaining an RMA number and support. Upon receipt of the this form, Xeltek will assign an RMA number upon product verification. Once an RMA number is issued, the customer will send both the RMA unit and a printed copy of the RMA form (Page 1) to Xeltek.

Note: Warranty on repair is 90 days and the RMA number is required. If there is no problem with the unit, only the Testing Fee will be charged and Repair Fee waived.

Name:

Date:

Address:

Email:

Phone:

Programmer Serial #:

Programmer Model:

Purchased Date:

Out-of warranty?:

Where was the programmer purchased?:

Nature of Problem:

Provide Payment Information:

Return Shipping Method Desired:

Return Shipping Courier Information:

Date shipped:

Leave blank for Xeltek.

RMA Number:

Date Assigned:

Problem Found:

Testing Fee:

Repair Fee:

Repair Service Price List

Effective Date: January 2013

Model	Testing Fee	Repair Fee
SuperPro 5004GP, 5004EGP, 6004GP	\$ 175.00	\$ 849.00
SuperPro 5000, 5000E, 6000	\$ 150.00	\$ 395.00
SuperPro 3000U, SuperProM	\$ 100.00	\$ 249.00
SuperPro 501S, 601S	\$ 100.00	\$ 225.00
SuperPro 500P, 600P	\$ 100.00	\$ 195.00
SuperPro 7000	\$ 160.00	\$ 475.00
SuperPro IS01	\$ 100.00	\$ 249.00
SuperPro IS03	\$ 165.00	\$ 695.00

Payment: Visa, Master, AMEX, PayPal (sales@xeltek.com), and wire transfer. Please call Sales at (408)530-8080 Ext 600 for assistance.

Wells Fargo Bank
295 South Mathilda Ave
Sunnyvale, CA 94086

Account name: EXP Computer DBA XELTEK
Account number: 7401078105
ABA#121000248

Shipping Cost: Free FedEx Ground shipping applies to USA only.

Xeltek, Inc.
1296 Kifer Rd. Suite #605
Sunnyvale, CA 94086
United States

www.xeltek.com
sales@xeltek.com
info@xeltek.com
+1-408-530-8080