Repair
Shipping Instructions

Shipping & Packaging Instructions:

Packaging Instructions:

1. Please pack the computer with the original shipping box if possible.
If the original packaging material is not available, please place it
inside its carrying case and package it in a sturdy cardboard box with plenty of Styrofoam (or other protective material) surrounding the
computer.

IMPORTANT NOTE: You are responsible for packaging your computer adequately and insuring it. System76 does not insure incoming packages for out-of-warranty issues. Couriers like UPS and FedEx will not honor insurance claims for improperly packaged shipments. Neither will System76. The above packaging suggestions are just that: suggestions.
Please consult your local UPS store if you have any doubts as to the adequacy of your packaging.

If your are having a UPS store package your system please monitor the packaging and ensure the system and all accessories are included.
Please take pictures of all items and accessories in the box. We have have recently seen cases where boxes packaged at UPS stores have arrived at our facility with missing or damaged items. The picture will be useful if filing a UPS claim under such circumstances becomes necessary. Otherwise it is difficult to determine where the damaged occurred and you, the customer, could possibly be responsible for the charges.

2. Please be sure to back up all of your personal data as System76 is not responsible for any lost data for any reason.

3. Please include the username and password of an administrator account on your system. If you are unsure, please use the first account on the computer.

4. Please include the ac adapter and power cord. If this is not
provided it may cause a delay in the repair of your system.

5. Please include a written note describing the symptoms of your issue and when they occur. Please be as detailed as possible.

6. Please include a note confirming your return shipping address.

7. Please print "RMA# 12013079" on the outside of the box next to the
shipping label in LARGE print.

8. Please insure your package for the purchase price of the computer. System76 is not responsible for shipping damage to inbound systems when they are being returned for non-warranty damages. We will insure the
return shipment.

9. Ship your computer to:
System76, Inc.

ATTEN: RMA Department
18005 Cortney Court
City of Industry, CA 91748
UNITED STATES