



Mark El-Khoury <mfkhoury@gmail.com>

Razer RMA Notification RMAREZ-66336

1 message

RMA Support <RMA_Support@dclcorp.com>

Fri, Mar 21, 2014 at 2:35 PM

To: mfkhoury@gmail.com

Hello Mark El-Khoury,

We apologize for the problems you have had with your Razer Product. Your Return Authorization Number (RMA number) is **RMAREZ-66336**. Please send your product back to the address below with your RMA number on the outside of the box or envelope.

Razer USA Ltd

Attn: Customer Service

2035 Corte Del Nogal #101

Carlsbad, California 92011

RMA: RMAREZ-66336

Please include a letter or the e-mail trail explaining the reason for the return along with the RMA number clearly denoted on the letter and on the outside of the package. Please make sure the RMA number is on the package.

Exchanges and Repairs: Please note at no time it is necessary to return the entire packaging and literature that came with your unit. Please package box appropriately with any needed packaging materials, as we cannot accept items that are damaged in shipping. Upon receiving your returned item a replacement unit will be sent out to you. Please allow 1-3 business days to process your repair \ replacement order. The replacement unit may or may not include the original box and packaging that came with the unit. Some replacements are simply sent out in a plain brown box and packaging. Rest assured your replacement unit is a genuine Razer product that is fully tested and warranted for the full length of your original warranty period or for 90 days whichever is greater.

Refunds: Please include all packaging and accessories that came with your unit. Be sure to package the box appropriately with any needed packaging materials, as we cannot issue refunds on products that are damaged in shipping. Please allow 7 - 10 business days after we have received your unit for the refund to be completely processed and reflected on your statement. (Please note refunds are only possible on units purchased less than 30 days ago and purchased directly from the Razerzone website).

Packages received without an RMA number on the outside of the packaging will not be accepted or will not be tracked! Please be sure the RMA number is clearly stated on the outside of the box.

This RMA number is good for 30 days. We cannot be accountable for RMA units returned after 30 days. Should you need to return the item after 30 days please contact us for a new RMA number. Please note that we will not be able to issue a new RMA number for a unit that is no longer within the warranty or refund period.

Thanks for your time and support,

The Razer Support Team.

<http://www.razersupport.com>

<http://www.razerzone.com/warranty>

Please note: Do not reply to this email. Should you have any questions please contact us at www.razersupport.com