



Mark El-Khoury &lt;mfkhoury@gmail.com&gt;

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**Razer Support: Address Confirmation \ RMA Request [ ref:\_00D301H0hE.\_500a0gFxpX:ref ]**2 messages

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**"Razer Support"** <support-us@razersupport.com> <support-us@razersupport.com>  
To: "mfkhoury@gmail.com" <mfkhoury@gmail.com>

Tue, Mar 18, 2014 at 1:37 PM

Hello Mark,

We are sorry it sounds like your product may be in need of an exchange.

If you are in the USA or Canada and you are outside the 30 day exchange window from your reseller, or if you purchased your product directly from the RazerStore on [www.razerzone.com](http://www.razerzone.com), please supply us with the information below and we will further assist you with your exchange.

If you purchased your product from an authorized reseller outside of the USA and Canada, please contact your reseller in regards to your exchange. Authorized Razer resellers outside of the US and Canada will process a warranty claim for the entire duration of your limited warranty and will be the quickest way to obtain your replacement.

Please confirm \ update the requested information below.

Full Name: Mark El-Khoury  
Email: [mfkhoury@gmail.com](mailto:mfkhoury@gmail.com)  
Phone: +1u-[315-5302248](tel:315-5302248)  
Street Address:  
City:  
State/Province:  
Postal (Zip) Code:  
Country: UNITED STATES

Model name/style/color:  
Serial No : PM1345084408770  
Product No.: RZ01-00840100-R3U1

Place of Purchase: Amazon  
Date of Purchase: 2/4/2014  
Proof of Purchase: (Please note a proof of purchase would be a scanned copy of a purchase receipt/invoice or your Razerzone order #)

\*Please note our system cannot accept file sizes of 3Megs or larger.

Best Regards,  
Gavin  
Razer Support

ref:\_00D301H0hE.\_500a0gFxpX:ref

**Mark El-Khoury** <mfkhoury@gmail.com>  
To: Razer Support <support-us@razersupport.com>

Tue, Mar 18, 2014 at 6:23 PM

Hi,  
I have completed the form below. Proof of purchase is the image attached. (seller is amazon and the 30-day window expired)

Thanks for your help!  
Mark

Full Name: Mark El-Khoury  
Email: [mfkhoury@gmail.com](mailto:mfkhoury@gmail.com)  
Phone: +1u-315-5302248  
Street Address: 150 Henry Str.  
City: Syracuse  
State/Province: NY  
Postal (Zip) Code: 13210  
Country: UNITED STATES

Model name/style/color:  
Serial No : PM1345084408770  
Product No.: RZ01-00840100-R3U1

Place of Purchase: Amazon  
Date of Purchase: 2/4/2014  
Proof of Purchase: Image attached below.



**razer.jpg**  
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