



CUSTOMER RMA REQUEST FORM
 Please Fax, Email or Submit Online to:
Xcel RMA Department
FAX # (905) 564-3066
Email: rma@xcel.on.ca

Customer Information					
Customer Code				Date	
Company Name					
Street Address				City	
Province/State		Postal Code/Zip		Country	
Contact Name			Email		
Phone			Fax		

	Xcel Item#	Qty	UPC Code	Item Description	Invoice# (Original Invoice # will Edpedite RMA)	Return Code (see Reason Code list Below)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

Return Code	Description
DEF	Defective
INV	Invalid Key Code
CRK	Cracked Disc
WRG	Wrong Item
DAM	Damaged
DNTORDER	Didn't Order
DUPLICATE	Duplicate Order
MISSCD	Missing CD
MISSKEY	Missing Key
OPENPKG	Open Package
WRPRICE	Wrong Price

Comments

Xcel Use Only	
Rma#	
Issued By	
Date	

RMA Guidelines

- Form will be returned to you via Fax or Email with a Return Authorization Number. **Note: Products received without an RMA number will be refused.**
- Credit will be issued for defective product **ONLY** if replacement is not available. All defective products must be reported within 30 days of original invoice date.
- **PACKING:** RMA number(s) must be clearly marked on the outside of the package to avoid having package returned. All merchandise must have an RMA number. **Remove all non-Xcel labels, logos, stickers, etc.** All RMA forms must be completely filled out. Damage or loss of goods during shipment is the sole responsibility of the customer. Insufficient packaging may result in loss of refund.
- **DO NOT RETURN ACCESSORIES, CONSOLE, ONLINE OR COLLECTOR EDITION GAMES UNLESS INSTRUCTED BY XCEL.**
- **RMA number is valid for 15 days.** Products received more than 15 days after the RMA number was assigned are subject to refusal at the discretion of the RMA Department.
- Products that are found to have no defect (**NPF**) are subject to being shipped back to the customer at the customer's expense.
- Xcel does not Issue Advance RMA's or Cross Shipments

For a complete RMA Policy please Refer to the Xcel Returns Policy.

Xcel RMA Policy

- 1 All products must have been purchased originally from Xcel Software Source Corporation.
- 2 Customer accounts must be in good standing to receive RMA number.
- 3 Original Invoice must be paid in full before obtaining RMA number.
- 4 Xcel Software Source Return Authorization numbers are valid for only 15 days upon date of issue. Any returns received after 15 days will be refused.
- 5 All products are properly packaged to prevent damage during transit. Xcel Software Source is not responsible for any lost or damaged products during transit.
- 6 The outside of the shipping box must be clearly marked with RMA number or it will be refused.
- 7 The outside of the shipping box must be clearly marked with RMA number or it will be refused.
- 8 Return requests on defective products must be received within 30 days of invoice date.
- 9 All defectives must NOT have "Damaged" or "RMA number" written directly on them. You may use a sticky note (post-it note®) to identify damaged.
Defective products must be returned in their original cartons and must include all original components; including
- 10 manuals, key codes, serial numbers, items, cables, discs, software, manuals, map and/or guides. If all components are not present, product (s) will be returned to you and not credited.
- 11 Any alteration or tampering with key codes, serial numbers will void any RMA.
- 12 Xcel Software Source is not responsible for cracked or missing cd's unless notified within 10 days of receipt
- 13 Non-replaceable product will be credited to your account at current selling price.
- 14 There are no returns allowed on any software titles under \$10.00. If a software title is sent to Xcel Software Source valued under \$10.00 the product will be destroyed and a credit will not be applied to your account
- 15 There will be no cross-shipments of RMA(s).
- 16 RMA number will not be issued for stock balancing purposes.
- 17 Credit will be final only after receipt of the returned products and approval.
- 18 Xcel Software Source reserves the right to refuse any request to issue credit for returned products.
- 19 Any Special ordered items are non-refundable and non-returnable.