

days only.

4. After you have the RMA number, send us the damaged parts include in this RMA to: 10500 NW 29 Terrace, Miami, FL33172, USA
5. Once received your damaged parts, we will check the parts to decide whether the part is under warranty. We will email or fax a Receipt Notice to you, including reception date, part name, part returned, quantity for replacement, etc. If we do not receive any notice from you in 48 hours, the RMA replacement is confirmed.
6. All merchandise requires antistatic protection packing when shipped back to us.
7. Provide your ship tracking number to us if it is applied.
8. RMA for print head:
 - Xaar ink is required to be used for XJ128 print head
 - Clean print head (s) with **appropriate** solvent flush
 - Pack print head (s) in the original package
 - Provide the serial number and date for installation of the print head (s)
 - Fill out a Print Head Failure Report Form; otherwise, we are not responsible for replacement, even if the print head is still under warranty
 - Print heads are not under warranty if the nozzles blocked by ink.
9. We will provide a RMA replacement form with a RMA shipping package.

Note:

- The policy is effective in January 2004.
- Any violation for the rules may cause **Non** replacement for RMA parts.
- Contact us at rma@aeromatrix.com, if you have any questions.