

Canada Computers RMA Requirements

The customer must provide the following components when requesting an RMA under warranty.

Sales and Technical staff must ensure that all required pieces are provided and accompany the product when sent to the RMA department.

Product	Required Components for RMA
Barebone System	System, accessories, and box. If the customer does not provide the box, Canada Computers is not responsible for any scratches or damage that may occur.
CD/DVD/RW Drives	Main unit only.
CPU	CPU and Fan (except for OEM CPU)
Capture Card	Card and Remote (if applicable)
Digital Camera	Battery, charger, and box. If the customer does not provide the box, Canada Computers is not responsible for any scratches or damage that may occur during the RMA process.
Drive Enclosure	Enclosure and USB power cable/adaptor.
Handhelds/PDAs	Main unit, charger, and box. If the customer does not provide the box, Canada Computers is not responsible for any scratches or damage that may occur during the RMA process.
Hard Drives	Hard Drive only.
I/O Controllers	Card only.
Mice/Keyboards	Before the item can be sent to RMA, it must be tested in store.
MP3/Multimedia Player	Player, head phone, and charger (if applicable).
Modems	Modem only.
Monitors	Monitor, power cable/adaptor, and box. If the customer does not provide the box, Canada Computers is not responsible for any scratches or damage that may occur during the RMA process.
Motherboards	Motherboard only.
Networking	Main unit, antenna and power adapter (if applicable).
Notebook	Notebook, power adapter, and box/bag. If the customer does not provide the box/bag, Canada Computers is not responsible for any scratches or damage that may occur during the RMA process
Power Supplies	Power supply only.
Printers	Printer, power cable/adaptor, and ink cartridge/toner. Original ink cartridge/toner is required for all printers (except refurbished models).
Scanners	Scanner and power cable/adaptor.
Sound Cards	Sound card, mixer and remote (if applicable).
Speakers	Complete set with box. If the customer does not provide the box, Canada Computers is not responsible for any scratches or damage that may occur during the RMA process.
Video Cards	Display card, VGA adapter and remote (if applicable).
Web Cams	Main unit only.