



—Maximize Security • Maximize Protection—

42A, Lorong Teras Jaya 2, Kawasan Perniagaan Teras Jaya, 13400 Butterworth.

Tel: 04-333 4618 Fax: 04-333 4617

Request Date: _____

Company Name: _____

Contact Person: _____

Postal Address: _____

Tel: _____

E-mail Address: _____

RMA#

For Office Use Only

Please submit RMA Request Form via email or fax.
Email: support@max-secure.com.my

Note: Serial Number must be provided in order to obtain an RMA number

Model No.	Serial Number	Invoice No.	Reason for Return (Problem Description)

RMA Policy and Procedures:

- RMA authorization number must be obtained from our Technical Support Department prior to returning any product.
- All RMA item shall ship to:
 - Hi-Profile Achievement (M) Sdn Bhd**
 - Attention: RMA Dept**
 - 42A, Lorong Teras Jaya 2,**
 - Kawasan Perniagaan Teras Jaya,**
 - 13400 Butterworth, Pulau Pinang,**
 - Malaysia.**
- It is mandatory to return RMA product(s) together with the followings:
 - A fully completed RMA form with provided RMA number.
 - Proof of purchase (a clear copy of the original invoice and packing list*) must be included.
 - No Accessories (Manual, drivers, cables, etc.) except for pre-authorized Credit or DOA.
 - We only perform test as per described on the RMA Request Form. Please be specific.
- All RMA shipments to MAXSECURE must be pre-paid, with the RMA number clearly marked on the label/box.
 - Collect shipments will not be accepted.
 - MAXSECURE is not responsible for any loss/damage in transit.
 - MAXSECURE is not liable for any data lost due to servicing of DVR of any video file inside.
- MAXSECURE will return the repaired/replaced product(s) to customers using ground service at our own expense if the RMA product(s) was shipped to us.
- All RMA product(s) will be replaced or repaired at our discretion within the terms and limits of the warranty period. Merchandise that has been replaced during the warranty period does not extend the warranty period past the original period. Improper packaging, physical damage or alternation of serial numbers will void all warranties. RMA shipping charges are not refundable.