

Return Address:

Name: \_\_\_\_\_ Pkg: \_\_\_\_\_ of \_\_\_\_\_

Company: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

RMA #: \_\_\_\_\_ Invoice #: \_\_\_\_\_

**Ship to: NCIX.com – RMA Department  
105–4620 Viking Way  
Richmond, BC  
V6V 2L5**

## **Returning your item**

### **1. Fill out the label to the left**

- A RMA (Return Materials Authorization number) is required from our RMA department
- If your RMA has more than one package, please duplicate the label and fill out “Pkg: \_\_\_\_\_ of \_\_\_” at the top right

### **2. Pack the RMA securely**

- Please do not mark or tape the original product or product box. The item should be returned with all its accessories and manuals
- If possible, please use the same boxes & packaging we shipped to you
- RMAs received damaged at NCIX may result in processing delays

### **3. Attach the RMA shipping label**

- Remove old shipping labels or mark them out
- Cut out the shipping label on the left and tape it to the package

### **4. Ship the RMA to us**

- Please return the RMA to us within 15 days unless otherwise noted
- Once we receive your RMA in the RMA department, an email will automatically be sent to you