



REPAIR / RMA REQUEST

BD Micro Inc. (RMA / Repair Dept)

Service Dept.

300-8555 Woodbine Ave. PMB# 178

Markham, ON L3R 4X9

Tel: 647-366-7724 | service@bdmicro.ca | bdmicro.ca

Please complete this form, email it to service@bdmicro.ca, then ship your unit to the address below.

1. YOUR CONTACT INFORMATION

Full Name		Company (optional)	
Phone		Email	
Address			
Preferred Contact	☐ Phone ☐ Email		

2. DEVICE INFORMATION

Device Type	☐ Laptop ☐ Desktop ☐ Mini PC ☐ Monitor ☐ Other: _____				
Brand		Model		Serial #	
BDM Warranty Label #	_____	Bought at BD Micro?	☐ Yes ☐ No	Invoice #	
Accessories Being Sent	☐ Charger / adapter ☐ Power cord ☐ Bag / case ☐ None Other: _____				

3. PROBLEM DESCRIPTION

Describe the problem: what happens, when it started, and any error messages.

4. YOUR DATA

Data Backup Needed?	☐ Yes ☐ No	We do not record passwords or PINs. If access is needed, we will contact you.
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5. HOW TO SEND YOUR UNIT

1. Email this completed form to service@bdmicro.ca.
2. Pack your unit securely and include a copy of this form.
3. Ship your unit to the address shown.

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6. TERMS

1. We inspect your unit and give you a quote before any work begins. We can give an estimated cost range up front; if a part must be sourced (e.g. a motherboard), the final quote follows once we locate the part and confirm its price. No work proceeds, or goes over the approved amount, without your OK.
2. **No fix, no charge:** if your unit cannot be repaired, or you decline the quote, there is no charge.
3. If no service is done (unit unrepairable or quote declined), return shipping is paid by the customer.
4. BD Micro Inc. is not responsible for loss of data, software or settings. Please back up your data before sending your unit.
5. Warranty repairs are covered per BD Micro warranty terms. The BDM Warranty Label must be present and intact; warranty is void if the label has been tampered with.
6. We hold repaired and unrepaired units for up to 60 days after completion. If no return arrangement is made within that time, storage charges may apply.
7. We do not record passwords or PINs. Questions: service@bdmicro.ca | 647-366-7724.

By signing, I confirm the information above is correct and I agree to the terms above.

Customer signature

Date (YYYY-MM-DD)