Instructions from Aventis Systems

- We strive to complete each order with speed and accuracy. In the event that you have an issue with your purchase from Aventis Systems, Inc., please read our return policy and do not hesitate to contact us.

  If you are facing technical difficulties, you may only require simple instructions to correct a problem with your product. Please contact our Technical Support department toll-free at 1.855.AVENTIS (283.6847) to troubleshoot the issue. If the problem cannot be resolved through troubleshooting, your product will be repaired or replaced by Aventis Systems, Inc. under terms described in the Warranty Agreement.

  Aventis Systems, Inc. offers cross-shipping options for domestic customers; valid form of payment information is required to be on file. Please be advised that the exchanged product must be returned within 30 days with the completed RMA form to avoid being charged in full for that item.

  We do not offer the cross-shipping option for international customers. International customers must pay for their own return shipping

  Purchases may only be returned for refund within 30 days of the purchase date. The buyer must pay a 15% restocking fee and all shipping costs associated with returning the equipment.

  All software purchases are final.

  All products sold by Aventis Systems carries a comprehensive standard warranty (3 years for server and storage products, 1 year for all other hardware). Should you experience a technical hardware issue during this warranty period, Aventis Systems will work with you to troubleshoot, repair, or replace your hardware.

  Return Instruction
  1. Log onto your Amazon.com account and find your order in order history, click on 'Request RMA from Seller' Button next to the order information.
  2. On 'Compose Message Page', verify the order number you want to request return on the top of the page, choose 'RMA Inquiry' from the drop down menu, provide the item# (you can find on your order invoice e-mail) and the reason you want to return, and indicate you want to return for replacement or refund before click 'send message' button.
  3. Once our Customer Service Representatives receive your inquiry, it will take us 24 - 48 hours to respond to your inquiry.
  4. Once our Customer Service has verified your order information and approved for you to send the merchandise back to us, you will be provided with Return Merchandise Authorization (RMA) number for your return through e-mail. The e-mail contains RMA number, RMA details and important return shipping instruction. Read the instruction carefully before you ship your return merchandise back to us.
  5. We strongly recommend you return your item in the same or similar packaging as they were delivered to you with all the original parts, accessories and menu/documentation included (any missing parts or accessories may result your return being rejected or your refund/replacement being delayed). Re-using the package your item came in is acceptable, as long as the packaging is in good condition and all previous addresses, tracking information and labels are removed.

Additional instructions for mailing your package

- Ensure that there are no other tracking labels attached to your package. If you are shipping a non-hazardous item, completely remove or cover any hazardous materials markings.
- Affix the mailing label squarely onto the address side of the parcel, covering up any previous delivery address and barcode without overlapping any adjacent side.
- If your package fits in your mail box or a postal box, deposit your package for your postal carrier to pick it up. If your package does not fit, bring it to any Post Office.
- To find your closest Post Office or USPS Collection Box, visit the USPS locator or go to www.usps.com and select Find USPS Locations.
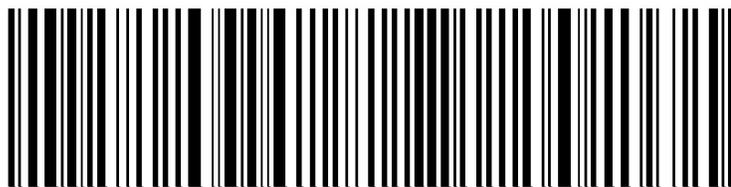
Return Mailing Label

Cut this label and affix to the outside of the return package

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NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

FIRST-CLASS PACKAGE RETURN SERVICE

QTS c/o Scholar360
1506 MORAN RD
STERLING VA 20166-9306

Aventis Systems, Inc.
189 Cobb Pkwy N
Suite B7
Marietta GA 30062

USPS TRACKING

9202 0901 5354 0052 8512 56

Issues with the label provided by Aventis Systems?   Contact Seller

If you cannot use the label or carrier provided by Aventis Systems, you can ship your return package using a carrier of your choice. You will need to pay for return postage costs.

Aventis Systems, Inc.
189 Cobb Pkwy N
Suite B7

Marietta, GA, 30062
Phone: 1-866-528-9313

Return Authorization Slip

Place this barcode and item description inside your return package (in case your mailing label gets damaged).

Drjwj7n5RRMA

Amazon Return ID: Drjwj7n5RRMA
Order ID: 114-8549838-4146657

Item Descriptions	Quantity
Crucial 16GB Kit (8GBx2) DDR4 2133 MT/s (PC4-17000) DR x8 SODIMM 260-Pin Memory - CT2K8G4SFD8213	4