

Manufacturer Direct RMA Matrix

1/21/2011 update

Brand Name	Product Description	Vendor Web Address	Vendor Direct Number	Max Group DOA Period	Max Group Warranty	Manufacturer Direct Warranty
3Com	Network	www.3com.com	800-638-3266	15 Days	mfg direct	Lifetime
Acer	LCD	http://secure.tx.acer.com/fixmyacer2/	800-816-2237	30 Days	mfg direct	1 yr panel and back light/ 3 years all other parts and labor/ from mfg date.
Acer	Notebooks	www.acerpanam.com	800-816-2237	NO DOA	mfg direct	1 year from mfg date
Adaptec	Controller card	www.adaptec.com	408-945-8600	15 Days	mfg direct	5 yrs from mfg. date
A-Data	Memory/flash drive			15 Days	1 year	Lifetime
AMD	CPU (retail)	www.amd.com	408-749-2639	15 Days	mfg direct	3 yr. Limited warranty through manufacturer
AMD	OEM CPU			7 Days	30 days	
AOpen	Barebones	www.aopen.com	408-232-1292	30 Days	mfg direct	1 year from invoice date
AOpen	component	www.aopen.com	408-232-1292	30 Days	1 year	1 year from mfg. date
Apple	mp3 player	http://www.apple.com/support/contact/	800-275-2273	7 Days	mfg direct	1 year
Asus	LCD		510-739-3777 x 5105	30 Days	mfg direct	3 yrs from mfg. date
Asus	Motherboards and VGA	http://helpdesk.asus.com	510-739-3777 x 5105	30 Days	1 year	3 yrs from mfg. date
Asus	* accessories request	http://estore.asus.com/shop/				
Asus	Notebooks	www.asus.com	888-678-3688	NO DOA	mfg direct	
ATI	VGA	www.ati.com	905-882-2600	15 Days	mfg direct	3 year from mfg. date
Biostar	Motherboards and VGA	www.biostar-usa.com	626-581-1055	30 Days	1 year	3 year
Brother	Printers	www.brother-usa.com	1800-284-4329	30days	mfg direct	1Yr
Buslink	Adapter	www.buslink.com/	626-363-2500	15 Days	mfg direct	1 year from orig. invoice date
Chi Mei	LCD	www.chimeiusa.com	626-820-1368	30 Days	mfg direct	3 yrs from mfg. date
Coolmax	Enclosure/Power supply	support@coolmaxusa.com		30 Days	60 Days	Varies by item
Corel	Software	www.corel.com	800-964-514	NO DOA	all software sales is final	
Creative	Sound Card	www.creative.com	405-742-2372	15 Days	mfg direct	1 year from mfg. date
CyberAcoustics	Audio	www.cyberacoustics.com	360-823-4100	30 Days	mfg direct	1 year from invoice date
Dell Computer	Desktop system	www.dell.com		NO DOA	mfg direct	
Dell Computer	Notebooks	www.dell.com		NO DOA	mfg direct	
Dlink	Network	www.dlink.com	877-45D-LINK	30 Days	mfg direct	1-5 years ,varies w/products
Envizen Digital	Consumer Electronic	www.envizendigital.com	626-333-4264	30 Days	mfg direct	1 year from invoice date
Epson	Printers	www.epson.com	562-276-7202	NO DOA	mfg direct	90 days
EVGA	Motherboard & VGA	www.evga.com	714-528-4500	30 Days	1 year	limited 3 yr warranty
Fujitsu	Hard Drive	www.fcpa.com	888-664-0672	15 Days	mfg direct	3 yrs from mfg. date
Gigabyte	Motherboard / VGA/ Case	http://rma.gigabyte.us/	626-854-9338	DOA through mfg	1 year	3 year
HANNSG	LCD monitors	http://www.hannsg.com/us/	888-842-6674	30Days	mfg direct	3 years parts, labor and 1 year panel.
Hewlett Packard	Printers	www.hp.com	800-474-6836	NO DOA	mfg direct	90 days
IBM	Hard Drive	www.hgst.com/portal/site/partners/	888-426-5214	15 Days	mfg direct	contact manuf. for any extended warranty
Intel	CPU/MB/NIC	www.intel.com	866-655-6565	30 Days	mfg direct	3 yrs from mfg. date
Intel	OEM CPU			7 Days	30 days	
In-Win	Computer Case	http://www.in-win.us/	1 909 348 0588	30 days on Power supply	1 year	
Iomega	Zip drive	www.iomega.com	888-446-6342	15 Days	mfg direct	1 yr from mfg. date
Kendall Howard	Enclosure/Cable Man	www.kendallhoward.com	408-517-8186	NO DOA	mfg direct	Limited Life Warranty
Kingston	Memory	www.kingston.com	877-546-4786	15 Days	mfg direct	Lifetime
Kingwin	Enclosure	www.kingwin.com	888-588-5733	15 Days	mfg direct	1 yr from mfg. date
Kworld	TV Tuner	www.kworldcomputer.com	949-450-0052	30 Days	1 year	contact manuf. for any extended warranty
Lenovo	Notebooks	www.lenovo.com	877-536-9955 x 2	7 Days	mfg direct	1 yr complete / 2-3 year parts only
Linksys	Network	www.linksys.com	800-326-7114	15 Days	mfg direct	1-3 yrs. From mfg. Date
Logitech	KB , Mouse, spkrs	www.logitech.com	702-269-3457	15 Days	mfg direct	Varies by model
			1866-622-3911	NO DOA	all software sales is final	
McAfee	Software	www.mcafee.com				
Memorex	Memory	www.memorex.com	562-653-2800	15 Days	mfg direct	1 yr from mfg. date
Microsoft	KEYBOARD/MICE non-OEM product	www.microsoft.com	800-360-7561 x 2	30 Days	mfg direct	1 year
Microsoft	software	http://oem.microsoft.com		NO DOA	all software sales is final	
MSI	component	http://us.msi.com/index.php?fun	626-581-3001	30 Days	1 yr	3 years from mfg. date.
MSI	Notebooks/barebone	http://us.msi.com/index.php?fun	626-581-3002	NO DOA	mfg direct	1 years from mfg. date.
Netgear	Network	www.netgear.com	888-netgear	15 Days	mfg direct	3 years from mfg. date.
Novatech	Network	www.nvtechusa.com	510-661-9883	30 Days	mfg direct	3 years
OCZ Technology	Memory	www.ocztechnology.com/support	800-459-1816	15 days	1 yr	1 year
OCZ Technology	Power Supply	www.ocztechnology.com/support	800-459-1816	15 days	mfg direct	3-5 years depending on models
Opti	Ups	www.opti-ups.com	909-869-5700	30 Days	mfg direct	3 years/ 3rd year covers parts only
Panda	Software	www.pandasecurity.com	818-543-6901	NO DOA	all software sales is final	
Pioneer	Optical drive	www.pioneerelectronics.com	800-421-1404	15 Days	1 year	1 year from mfg. date
PNY	Graphic Card	www3.pny.com/Categories/GeForceGraphics.aspx?Category_ID=13	973-515-9700	30 days	1 year	1 year
Proview	LCD monitors	www.proview.com	714-799-3899	30 Days	mfg direct	3 years from mfg date.
Quantum	DAT drive	www.quantum.com	888-827-3378	NO DOA	mfg direct	3 years from mfg. date.
Ri-data	SSD	http://www.ritekusa.com	909-348-0152	NO DOA	mfg direct	1 year from date of purchase
Samsung	Hard Drive	www.samsung.com	201-935-2300	15 Days	mfg direct	contact manuf. for any extended warranty
Samsung	LCD monitor	www.samsung.com		NO DOA	mfg direct	
Samsung	Optical drive	www.samsung.com	201-935-2300	15 Days	1 yr	1 year from mfg. date
Sandisc	USB flash drive	www.sandisk.com	866-726-3475	15 Days	mfg direct	1 year from mfg. date.
Sapphire	VGA	www.rma@althonmicro.com	909-594-0597	30 Days	1year	2 year manufacture direct warranty
Seagate	DAT drive	www.seagate.com	800-468-3472	NO DOA	mfg direct	contact manuf. for any extended warranty
Seagate	Hard Drive	www.seagate.com	800-468-3472	15 Days	mfg direct	Effective June 2004 5 year manuf. direct warranty
Shuttle	Barebones	www.us.shuttle.com	888-972-1818	7 Days	mfg direct	1 year from date of purchase
Sony	Optical drive			30 Days	1 year	n/a
Supermicro	Barebones	www.supermicro.com	408-503-8000	15 DOA	mfg direct	3 year
Supermicro	Motherboards	www.supermicro.com	408-503-8000	15 DOA	mfg direct	2 year

Supermicro	PSU	www.supermicro.com	408-503-8000	15 DOA	mfg direct	2 year
Symantec	Software	www.symantec.com	408-517-8186	NO DOA	all software sales is final	
Targus	Mouse, Bags, Powers	www.targus.com	714-765-5555	30days	60days	1 year
Toshiba	Hard Drive	www.toshiba.com	510-651-6798	15 Days	mfg direct	contact manuf. for any extended warranty
Toshiba	Notebooks	www.toshiba.com		NO DOA	mfg direct	1 year from mfg. date