



RETURN MERCHANDISE AUTHORIZATION (RMA)

SINGLE UNIT RETURN FORM

Your RMA # is your Order #.

Please print clearly or fill in on screen, then print.

1. ORDER INFORMATION

ORDER # / RMA #

DATE OF RETURN REQUEST

2. CUSTOMER INFORMATION

FULL NAME

SCHOOL / COMPANY (IF APPLICABLE)

EMAIL

PHONE

STREET ADDRESS

CITY

STATE

ZIP

3. CHROMEBOOK INFORMATION

CHROMEBOOK MODEL (e.g. Lenovo 100e Gen 2)

SERIAL NUMBER (on label under the Chromebook)

4. REASON FOR RETURN (CHECK ALL THAT APPLY)

- | | |
|---|---|
| ☐ Won't power on / won't boot | ☐ Screen issue (cracked, lines, dim) |
| ☐ Keyboard / trackpad issue | ☐ Battery / charging issue |
| ☐ Damaged in shipping | ☐ Wrong model received |
| ☐ Enrollment / management lock | ☐ Other (explain below) |

PLEASE DESCRIBE THE PROBLEM

IMPORTANT: THIS FORM MUST BE RETURNED INSIDE THE CHROMEBOOK

1. Print and complete this form.
2. Fold it and lay it on the Chromebook keyboard, then CLOSE the Chromebook with the paper inside.
3. Pack the Chromebook securely in a padded box (original packaging if you have it).
4. Write your RMA # (your Order #) on the outside of the box and ship it to the address below.

SHIP SINGLE UNIT RETURNS TO:

Chromebooks R Us - Returns Dept. (RMA # _____)

2748 Pacific Coast Highway #1086, Torrance, CA 90505