

CONDITION

Your video card must be returned undamaged and in its original factory condition. If your video card has been modified, RMA processing may be delayed and you may be assessed a service fee to restore the video card to factory condition as indicated under our Limited Warranty terms and RMA Process terms.

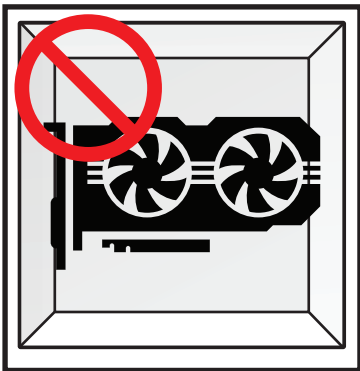
PHYSICALLY DAMAGED VIDEO CARDS ARE NOT COVERED BY WARRANTY.

PACKING AND SHIPPING YOUR RETURN

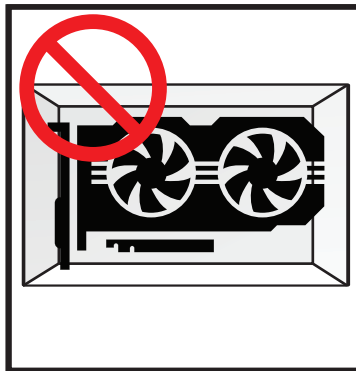
Use the original packaging when possible (*original packaging will not be returned*), placed within a well packed, sturdy, corrugated box.

- If not using the original packaging, ensure that your video card is securely packed so that movement is limited within the shipping box.
- It is recommended to place your video card in an anti-static bag.
- Pack your video card with at least 2" of packing material on all six sides to best reduce risk of damage caused during transit.
- Recommended packing materials include: Packing foam, bubble wrap, foam packing "peanuts", airpacks.

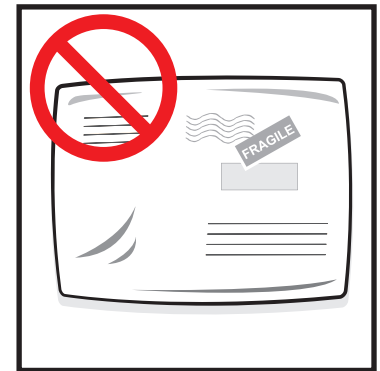
EXAMPLES OF INADEQUATE PACKING (DO NOT DO THE FOLLOWING)



Do not send your video card without securely packing to prevent movement during transit.



Do not send your video card without at least 2" of packing material on all 6 sides.



Do not send your video card using a padded envelope or padded bag.

PRODUCTS RECEIVED IN ENVELOPES OR ANY TYPE OF SOFT PACKAGING MATERIAL BE WILL AUTOMATICALLY REJECTED.

Keep all accessories **as you will only be receiving a video card in return.**

This includes, *but is not limited to*:

- Posters, Stickers, Manuals, CDs, Games, T-shirts, DVI to VGA Adapters, HDMI adapters, Power Adapters, Low-Profile Brackets, Case Badges, Graphics Card Backplates that were purchased separately as an accessory or given through a promotion, aftermarket cooling solutions, etc.

Please print and attach page 1 of this PDF to the outside of your box in order to ensure timely processing and prevent any delays.

Include the shipping address as well as your return address, along with your RMA Number on the outside of the shipping box where it clearly can be read.

Send your video card to:

RMA#
EVGA RMA Department
7F., No.150, Jian 1st Rd.,
Zhonghe Dist., New Taipei City 235, Taiwan (R.O.C.)

EVGA recommends shipping via UPS or FedEx. You are highly encouraged, but not required, to purchase insurance on your package with the courier of your choice in case your package is damaged or lost in transit. EVGA recommends you obtain delivery confirmation and a tracking number for your shipment so you have proof of delivery.

You are responsible for shipping costs to EVGA, including any duties, fees, taxes or customs charges incurred. Retain your tracking information for future reference until your RMA has been completed.

EVGA does not offer DROP-OFF or WILL CALL services for any RMA.

REPLACEMENT PROCESSING AND SHIPPING

EVGA will process and ship your replacement within 3 business days (exclusive of time in transit) of receiving your original video card at the shipping address provided on your EVGA account (Standard RMA) or upon submission of your collateral payment (Cross Ship RMA) on the EVGA website.

RMA Replacements ship via ground shipping. Upgraded shipping may be purchased after your RMA is approved, but before your product or collateral is received. You may upgrade your shipping by going to the My Products page (found here).

EVGA does not ship to PO Boxes, hotels, or forwarding addresses.

Once a replacement ships, you will receive an emailed tracking number on the ship date after 7PM PST.

If your warranty replacement is unable to be delivered, you will be responsible for any re-direct or re-ship fees. EVGA is not responsible for packages delivered to an outdated address. If the warranty replacement is returned for non-delivery, you will be responsible to pay for additional shipping charges for reshipment.

EVGA is not responsible for any damages or loss that may occur during shipment to the EVGA warehouse.

In the event that you are located outside the United States and its territories, Canada, or Mexico, but are seeking warranty services for products purchased in the United States, you are responsible and agree to pay for return freight, duties and handling charges associated with shipping the defective and replacement products. Additionally, if EVGA denies warranty services based on its policy and guidelines, you agree to pay for the cost for EVGA to return such products to you, and EVGA reserves the right to dispose of such products in its reasonable discretion.

You can check the status of your RMA at any time at our [Open RMA Support Page](#).

If you have any questions, or require assistance, please call customer service at +886-2-8226-2868 from Monday - Friday 9:00 AM. to 6:00 PM.