



Shipping:

- The return shipping address being used will be the address in your account profile at support.xfxforce.com. Please make sure that is up to date with the best shipping address to avoid possible shipping delays and complications.
- Shipping cost is the responsibility of the customer, whom will also bear all risk of lost or damaged merchandise during shipment to XFX. It is recommended that you use a standard shipping service such as UPS, FedEx, DHL, or USPS. It is also recommended that you obtain a tracking or delivery confirmation number.
- Please avoid the use of soft packages or padded mail envelopes, as they will not provide adequate protection for the product. Any damage caused by inadequate protection during transit will void the warranty and the product will be shipped back as is.
- Please put the product in an anti-static bag (use a brown paper bag if an anti-static bag is not available) before packing the product. Avoid any materials which may increase risk for static electricity discharge such as aluminum foil, electrical tape, duct tape, etc.
- Only the faulty item is required. Please do not send any accessories (including games, cables, manuals, etc.) originally supplied with the product. Such items and the package used to ship the product in are recycled and will not be returned. All replacements are sent in non-retail packaging with only the product included. This includes modular power cables for power supplies, only the core PSU unit is needed.
- Items received missing the XFX serial number or with any physical damage will be rejected and returned as is.
- All RMA's must be received within 30 days from the date the RMA number was issued. If a product is not received within 30 days, and the warranty on the product expires, the RMA number will not be renewed.
- If your product is still within the warranty period and the RMA is cancelled then it may be reopened by contacting the support team via your support ticket.

International Shipping:

- Customer is responsible for paying all international duty and customs charges to and from XFX. Shipment of International returns may encounter additional delays.
- To get your shipment through customs without and tariff or duties, please include a copy of the original invoice, 3 copies of a Commercial Invoice, and an Articles Exported and Returned form. Additional Instructions are available on pages 4-7.

Repair and Replacements:

- Items will be thoroughly examined for physical damage, and then will be tested before any action is taken.
- Items deemed faulty will be replaced or repaired (subject to availability). If an item is replaced, the replacement will be the same exact model or a model deemed as equivalent (equal or better 3D performance) by XFX.
- XFX reserves the right to provide a replacement based on the performance of the original purchased product and not features, current market value, or original purchase price. XFX also reserves the right to replace products with like models of a different type, for example AMD with NVIDIA, or NVIDIA with AMD.
- Replacements units are refurbished/remanufactured units and any replacement will inherit the warranty of your original product. A replacement does not extend or alter your original warranty.

Warranty Terms:

- All products must be shipped back in original stock configuration. Items permanently modified or damaged due to modification may be refused for warranty servicing.
- Any product sent in with a missing or altered serial sticker will not receive warranty service and be shipped back as is.
- Any physical damage, either accidental or environmental, is not covered under warranty. Items with parts broken off, removed, scratched, corroded, rusted, with residue/foreign material, or mishandled will not be repaired, they will be immediately returned. Pictures will be taken upon unpacking and inspection.



Please Fill out the information below. By filling out and signing the information below you agree to our Terms and Conditions, so be sure to read them carefully. Be aware that in the absence of this form with a return all the Terms and Conditions will still apply.

Ticket Number

RMA Number

Part Number

Serial Number

Problem Description:

Please check the box(s) that best describes your issue:

- | | | |
|---|--|---|
| <input type="checkbox"/> No POST - Powers on | <input type="checkbox"/> Fan Failure | <input type="checkbox"/> Performance issues in game |
| <input type="checkbox"/> No POST - No system power | <input type="checkbox"/> Overheating - Fan seems good | <input type="checkbox"/> Video playback issue |
| <input type="checkbox"/> POST graphical distortions | <input type="checkbox"/> No video out of specific port | <input type="checkbox"/> Display flickering |
| <input type="checkbox"/> Looses video on windows load | <input type="checkbox"/> System reboots randomly | <input type="checkbox"/> Multiple monitor issue |
| <input type="checkbox"/> Windows desktop graphical issues | <input type="checkbox"/> System shuts down randomly | <input type="checkbox"/> System Freezes / Hardlock |
| <input type="checkbox"/> Games graphical distortions | <input type="checkbox"/> Display driver crashes or error | <input type="checkbox"/> Coil whine / Other noise |

Other / testing notes. Anything to help replicate the fault.

The location you send your RMA to is:

XFX
RMA Number: (Your RMA number goes here)
1215 E Acacia St
Suite 101
Ontario, California 91761
United States

I have read and understand the Terms and Conditions and accept them.

Signature: _____

Name Printed

Date

**The following pages are for
International shipping only.**

**If you are in the United
States the pages 4-8 do not
apply to you.**

Items required for the successful shipping of an international RMA.

1.) Commercial Invoice

Most shipping companies will supply a template to fill out when shipping internationally. There are a few things you need to accurately fill out to help get your shipment cleared through customs.

The shipment should be marked as a faulty item being sent in for repair. Repair and Return / Faulty Item being sent.

The HTS (Harmonized Code) should be 9801.00.1012. This code informs customs that the item is being returned to the USA for a repair and will be sent back to you.

<https://www.cbp.gov/trade/programs-administration/entry-summary/hts-subheading-9801>

COO or Country of origin on XFX products is China, or CN. Below is an example of what a commercial invoice may look like when successfully filled out.

Duties and Taxes Payable by <input checked="" type="checkbox"/> Exporter <input type="checkbox"/> Consignee <input type="checkbox"/> Other If Other, please specify								
No. of Packages	No. of Units	Net Weight (LBS / KGS)	Unit of Measure	Description of Goods	Harmonized Tariff Number	Country/ Terr. of MFR	Unit Value	Total Value
	1.00	5.00	PCS	Graphics Processing Unit. Computer Part.	9801001012	CN	500.000000	500.00
				Faulty item being sent				

2.) Foreign Shipper's Declaration of U.S. Goods Returned.

This form is on the following page and needs to be filled out; an example is included on how to fill out the form.

3.) Previously Imported Goods Affidavit

Similar to the document above, this shows the item had previously been imported. The correct checkbox is already market, the Shipment# is the tracking number on the label you get from the shipper, leave the customs Entry# blank.

4.) Copy of the Invoice from the purchase

This will help show that the item was already purchased in your country, and relevant taxes have already been paid

5.) International shipping pouch

Typically provided by the shipping company, a clear pouch on the outside of the box is needed to hold all of your paperwork. Typically, you want to include a copy of the shipping label you purchased from your shipping company, 3 copies of the commercial invoice filled out using the details provided above, the Foreign Shipper's Declaration, Previously Imported Goods Affidavit, and a copy of the invoice from your purchase.

6.) Email Copies of Paperwork to XFX

In addition to including the paperwork with the shipment to XFX, please email a copy of the original invoice, Foreign Shipper's Declaration of U.S. Goods Returned, and the Previously Imported Goods Affidavit to shipping@xfxforce.com with your RMA number as reference. Your package may be rejected if your paperwork is not on file.

****Failure to follow all of these steps can result in large Tariff Fees****

Checklist:

- Commercial Invoice x3
- Original Purchase Invoice
- Foreign Shipper's Declaration
- Previously Imported Goods Affidavit
- Clear pouch on outside of box with all paperwork inside.
- Email Copies of Original Purchase Invoice, Foreign Shipper's Declaration, and Previous Imported Goods Affidavit to XFX at shipping@xfxforce.com referencing your RMA number.



Foreign Shipper's Declaration of U.S. Goods Returned.

I, _____, declare that to the best of my knowledge and belief that the articles herein specified were exported from the United States, from the port of _____ on or about _____, 20____, and that they are returned without having been advanced in value or improved in condition by any process of manufacturing or other means.

Marks	Numbers	Quantity	Description	Value, in U.S Coin

(Date)

(Address)

(Signature)

(Capacity)

(Company)

Your Name

Example of a filled out form.

Ok to leave blank

Foreign Shipper's Declaration of U.S. Goods Returned. Use the date of your original purchase

I, John Doe, declare that to the best of my knowledge and belief that the articles herein specified were exported from the United States, from the port of _____ on or about November, 2023, and that they are returned without having been advanced in value or improved in condition by any process of manufacturing or other means.

Marks	Numbers	Quantity	Description	Value, in U.S Coin
XFX MERC310 AMD Radeon RX 7900 XT Gaming Graphics Card White Product Description	RX-79TMERCW9 Part # or Product Code Viewable where you registered the card	1	Video Graphics Card, being sent back to the manufacturer for repair under warranty. RMA# XXXXX	\$500 Price from invoice is best.

Use this description, use the RMA number issued to you.

1/1/2025 **Date Signed**
(Date)

125 Does exist street. **Your Physical Address**

City, Providence, Post Code, Country
(Address)

Signature Here **Signature**
(Signature)

Self
(Capacity)

Description of who you are, usually self unless you are preparing the paperwork on behalf of someone else.

(Company)
Company is optional, only use if RMAing on behalf of a business.

PREVIOUSLY IMPORTED GOODS AFFIDAVIT

PREVIOUSLY IMPORTED GOODS AFFIDAVIT – 9801.00.10XX

Any products when returned within 3 years after having been exported without having been advanced in value or improved in condition by any process of manufacture or other means while abroad.

PREVIOUSLY IMPORTED GOODS AFFIDAVIT – 9801.00.2000

(for goods reimported after having been exported under lease or similar use agreements)

- All goods returning are being **reimported without having been advanced in value or improved in condition by any process of manufacture or other means while abroad, after having been exported under lease or similar use agreements.**
- All goods returning are being **reimported by or for the account of the person who imported them into, and exported them from the US.**

PREVIOUSLY IMPORTED GOODS AFFIDAVIT – 9801.00.2500

(for goods reimported for the reason that they did not conform to sample or specifications)

- All goods returning **were exported within 3 years after the date of such previous importation.**
- All goods returning are being **reimported without having been advanced in value or improved in condition by any process of manufacture or other means while abroad.**
- All goods returning are being **reimported for the reason that they did not conform to sample or specifications.**
- All goods returning are being **reimported by or for the account of the person who imported them into, and exported them from the US.**

PREVIOUSLY IMPORTED GOODS AFFIDAVIT – 9801.00.2600

(for goods reimported after being sold for exportation and exported to individuals for personal use)

- All goods returning were **exported within 3 years after the date of such previous importation.**
- All goods returning were **sold for exportation and exported to individuals for personal use.**
- All goods returning are being **reimported without having been advanced in value or improved in condition by any process of manufacture or other means while abroad.**
- All goods returning are being **reimported as personal returns from those individuals, whether or not consolidated with other personal returns prior to reimportation.**
- All goods returning are being **reimported by or for the account of the person who exported them from the US within one year of such exportation.**

I affirm the above statement to be true and correct.

Signature: _____

Shipment #: _____

Printed Name: _____

Customs Entry# _____

Title: _____