

Return Material Authorizations (RMAs)

Product Returns

If you purchased your Alacritech Accelerator from a Distributor or Reseller, please contact them directly for Product Returns/Return Material Authorizations terms and processes.

No returned materials will be accepted without an RMA number.

If you purchased your Alacritech Server Accelerator directly from Alacritech, please read the following terms:

- Return for credit is only available within 90 days of purchase. You may need to provide proof of purchase (Purchase Order number or Alacritech Sales Order number).
- For defective part exchange, you must provide the serial number(s) of the part(s) that you wish to return for exchange.
- You are responsible for shipping and insurance.
- Products must be returned in the original packaging.
- For product exchanges with the same part number, our standard policy is to ship the replacement upon receipt of the Customer's part.
- For expedited product replacement, please provide a credit card to cover the cost of the replacement product. Your credit card will not be charged if your part is received within 10 business days of the RMA issue date. The replacement product will be shipped on the same day the RMA is issued.

To initiate an RMA request, use the button below to open a new support incident then specify RMA Request in the problem summary section.