
Defective material must be returned to Pillar Data Systems within ten business days to avoid charges for the replacement component(s).

To return defective material:

1. Locate and remove the pre-paid return label from the package in which the replacement component was shipped. NOTE: In some cases, the return label may be included in the plastic waybill pouch on the exterior of the package.
2. Repackage the defective component using the packing material in which the replacement component was shipped.
3. Seal the package with standard packing tape appropriate for commercial freight.
4. Affix the self-adhesive, pre-paid return label to the package such that it covers the previous address. NOTE: Return labels that are not self-adhesive should be placed in the plastic waybill pouch such that the return address is clearly visible.
5. Record the RMA number, or the Customer Problem Number (CPN), in the space provided on the original package label.
6. Contact the freight carrier indicated on the return label to arrange for pick-up of the return material.

For further information regarding return material handling, or if a pre-paid return label was not included with your new component shipment, please visit the Pillar Data Systems Support website at: www.support.pillardata.com

FOR U.S. AND CANADA RETURN MATERIALS

Ship to:

ATTN: RMA Coordinator
Pillar Data Systems CS Operations Return Materials
Pillar Data Systems, Inc
2840 Junction Ave
San Jose, CA 95134
877.4PILLAR (877.474.5527)
support@pillardata.com

FOR UK, GERMANY, AND FRANCE RETURN MATERIALS

Ship to:

ATTN: RMA Coordinator
Pillar Data Systems CS Operations Return Materials
Anacomp Wales c/o MCI Logistics
Newtown Industrial Estate
Crosskeys, Gwent
United Kingdom, NP11 7PZ
+800-PILLAR-FS (+800-74552737)
support@pillardata.com