

Attention!

Return Merchandise Sheet

(Remove from Manual and Save)

In order to obtain the maximum benefits from your investment, please read your user manual first to fully understand your product's capabilities. If you feel you still need technical assistance or suspect you have a defective product, please contact the dealer from whom you purchased the card. If you are experiencing difficulties with one particular program, contact the program's author or publisher.

In the event that the dealer or the software publisher's support personnel cannot answer your question, call Applied Engineering Technical Support. Please provide Technical Support with the following information:

- ◇ The Applied Engineering product related to your question and its revision number
- ◇ The original and current memory configuration of the card (if applicable)
- ◇ The model and revision of your computer
- ◇ What peripherals are being used and what cards are in each slot
- ◇ The name, version, and revision level of the software with which you are experiencing problems
- ◇ The results of any test programs, diagnostics, or troubleshooting done by you, your dealer, or your software publisher's support department

If an AE technician determines that the product needs to be returned, you will receive a Return Material Authorization (RMA) number. Once the RMA# has been issued, please complete the form on the back of this page and send it along with the defective product and a copy of your original invoice to:

RMA# _____
Applied Engineering
Technical Support
3210 Belt Line Road, Suite 154
Dallas, TX 75234-5100

The returned product may be subject to a service charge if:

- 1) it is sent to technical support without an invoice,
- 2) our test results show that the product is not defective,
- 3) the product is not in its original AE memory configuration.

Applied Engineering
Technical Support
Voice Lines-

Mac: (214) 241-6084

Apple II: 1-900-884-0123

\$1.50 per minute. Average length of call is 6-7 minutes.)

9 AM to 12:30 PM & 1:35 PM to 5 PM(CST) Monday through Friday

Bulletin Board System - (214) 241-6677

300/1200/2400 baud 8 Bit, No Parity, Full Duplex, MNP-5

24 Hours, 7 Days a Week

Return Form

Return Address:

Daytime Phone:

RMA# _____
**APPLIED ENGINEERING
TECHNICAL SUPPORT**
3210 BELT LINE RD, STE 154
DALLAS TX 75234-5100

↑ cut out and tape or glue to package

Computer Model

- Macintosh _____
- Apple II _____ IIgs ROM # _____
- Other _____

Peripherals:

- Monitor _____
- Printer _____
- Modem _____
- Cards & Slot Positions _____

Symptoms:

Description of Software (system, application, version, enhancements, etc.):

Steps to Duplicate Problem (IIgs users include slot settings):
