Hammer Packaging Guide

- All goods must be enclosed in an antistatic bag or an alternative ESD-safe covering.

- Any components that are bendable or protruding must be securely protected with suitable packaging materials.

- All edges and corners of the item must be thoroughly cushioned using foam or bubble wrap to ensure full protection during transit.

- Packaging boxes must be robust and capable of withstanding potential impacts such as corner damage, bending, crushing, or dropping during courier handling. We recommend placing the item in an inner box before placing it into an outer box, or alternatively using a double-walled outer box, ensuring that all sides of the item are fully protected.

- Items must not be stacked within a single box. If returning multiple items, each item must be packed in its own box or in appropriately designed multi-item packaging.

- The RMA number must be clearly visible on the exterior of the box.

- Do not return any items to Hammer without first receiving an official 5-digit RMA number issued via email.

- If you have any packaging-related questions, please contact us at **returnsrequest@hammerdistribution.com**, or consult packaging guidance provided by the manufacturer.

- Failure to adhere to these requirements may result in the warranty being void.

RETURN INSTRUCTIONS

- Please print the RMA packing label you have been issued and affix it to the outside of the package to ensure efficient processing. For any questions regarding your RMA, contact **returnsrequest@hammerdistribution.com** for assistance.

- Do not include accessories with your return if they are motherboards, backplanes, power supplies, or other small/sub-items. Hammer cannot be held responsible for these items.

- Graphics cards must be returned in their original condition. Any removal of brackets, signs of tampering, or other modifications will invalidate the warranty.

- Do not include any items not originally supplied by Hammer unless you have explicit authorisation from Hammer personnel. Hammer will not be responsible for such items.