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R.M.A Request form

PLEASE COMPLETE ALL FIELDS

Company name: _____ Tel No: _____ Acc No: _____

Address: _____ E-Mail Address: _____

Stock Code	Serial No (from item)	Inv No	Inv Date	Fault Description (Please be clear with description of fault)

Terms and Conditions

- 1) RMA will only be issued if all fields are completed and a full fault description is provided.
- 2) Goods will only be accepted if in original packaging with manuals and drivers. Any items returned not in original packaging may have to be sent to supplier for replacement/repair (please allow 5 weeks).
- 3) The customer will be liable to return postage costs for any goods found not to be faulty. (Ten Pounds for the first 10kg then thirty pence per additional Kg. With exception to certain areas.)
- 4) Faulty goods will only be exchanged like for like, unless goods are no longer in stock then an alternative will be offered.
- 5) Any goods that are found to be not faulty may be liable to a Labour / Testing Charge.
- 6) All RMA Numbers issued are valid for fourteen days, if goods are not returned within fourteen days a new RMA must be requested.