

Returns Material Authorisation Form (RMA)

Please fill in the boxes below using BLOCK CAPITALS and email to returnsrequest@exertisenterprise.com

For all **UK customers**, please send RMA shipments, with the RMA number clearly on the box, to Exertis Enterprise, Returns, Intec 1, Wade Road, Basingstoke, Hampshire, **RG24 8NE, UK**

For all customers **outside the UK**, please send RMA shipments, with the RMA number clearly on the box, to our Den Bosch warehouse: Exertis Enterprise NL, Amacom, De Tweeling 24-A, 5215 MC 's-Hertogenbosch, Netherlands

(Fields marked with a * must be completed before your RMA can be processed)

Company details

Company Name*

Account No.

Invoice Address*

Contact Name*

Email Address*

Telephone*

Fax

Delivery Address
(if different from above)

Delivery Contact

Delivery Tel No.

Product details

Model/Part No.*

Invoice Date*

Serial No.*

Invoice No.*

Your Reference

Reason For Return - Item is Faulty

Faulty Product

Provide as detailed description as possible (please note DOA/dead/faulty is not acceptable)

If you have discussed the fault with our technical department, please state Call Log No.

Advance Replacement

(If the item is found to be defective within 30 days from date of invoice you may be entitled to an advance swap out)

Manufacturer Warranty Repair/Replacement

(NB not all manufacturers offer this service)

Credit

(If the item is within the manufacturer warranty period you may be able to return to us for credit, please note the credit value applied to your account will represent that applied by the manufacturer under the relevant credit program)

Other Reason For Return

Shipping Error Have you received something different to what was detailed on the despatch note?

Please note: shipping errors must be notified in writing within 48 hours of receipt

Damaged Product Has your product been damaged in transit?

Please note: any damage must be notified in writing within 48 hours of receipt

Eval Return

Please provide the eval order number (this can be found on the original despatch note)

Request For Credit Please select reason (only one)

Please note: any damage must be notified in writing within 48 hours of receipt

Order cancelled Incompatible

Ordered incorrectly No longer required

Supplied incorrectly

Agreement

I have read and accept your standard terms of trading and returns policy, copies of which are available on request.

Signed:*

Date:*

Printed Name:*

Position Held:*