

Returns Material Authorisation Form (RMA)

Please fill in the boxes below using BLOCK CAPITALS and fax to **+44 (0) 1256 868484** or email to **returnsrequest@exertisenterprise.com**

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

Company details

Company Name*

Account Number*

Invoice Address*

Contact Name*

Email Address*

Telephone*

Fax

Delivery Address

(if different from above)

Delivery Contact

Delivery Tel Number

Product details

Model/Part Number*

Invoice Date*

Serial Number*

Invoice Number*

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 Number.

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

(If the item is within the manufacturer warranty period you may be able to return to us for 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

PLEASE NOTE AN MULTILINE EXCEL SPREAD SHEET IS PROVIDED FOR YOU TO LIST ADDITIONAL PRODUCTS [CLICK TO DOWNLOAD](#)

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*