

RMA FORM

Company Name:

Contact Name:

Contact Number:

RMA No:

Date:

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Please fill in the below details :

Invoice Date:	Invoice No.	Item Code:	Serial No.	Fault (detailed description of fault):	Did you receive an advanced replacement? (tick appropriately):
.....	<input type="checkbox"/> YES <input type="checkbox"/> NO
.....	<input type="checkbox"/> YES <input type="checkbox"/> NO
.....	<input type="checkbox"/> YES <input type="checkbox"/> NO
.....	<input type="checkbox"/> YES <input type="checkbox"/> NO
.....	<input type="checkbox"/> YES <input type="checkbox"/> NO
.....	<input type="checkbox"/> YES <input type="checkbox"/> NO

Warranty Terms & Conditions:

1. The RMA form must be returned within 14 days from the day of issue of the RMA number, otherwise the number will be void and the product will be returned.
2. The RMA will not be actioned without a **detailed** fault analysis.
3. The RMA number is only issued for the goods stated above.
4. All products will be inspected for shortages; these will be noted and become chargeable in the case of a credit and suspended in the case of a replacement.
5. All products will be inspected for damages; in the case of a credit, no credit will be given for damaged goods and they will be returned to sender.
6. Goods returned within 14 days of purchase (sale or return) must be in their original packaging and undamaged.
7. The product warranty is valid between 1-3 years from the date of invoice depending on the make and model of the product unless otherwise stated.
8. In the case of faulty PTZ cameras, these must be sent back for repair. Advanced replacements for confirmed faulty PTZ cameras applies 30 days after purchase.
9. **Any camera cable that has been damaged (i.e. cut, tear, rip, snapped, severed etc...) will void the warranty.**

Customer's Signature:

Date: