

Customer Product Return Request Form

Purchase Details

Sales Order Number		Customer PO No.	
Invoice Number		Date of Purchase	

Customer Details

Company Name		Contact Email	
Contact Name		Contact Telephone	

Collection Address			
Postcode		Date of Request	

RMA Details

Part Number	Serial Number	Qty	Reason for Return	Manufacturer Auth. Code	Credit/Replace

Terms & Conditions of Product Return

The above information **MUST** be completed before an RMA number is issued, including a reason for return. The use of "DOA and Faulty" are **NOT** adequate descriptions.

No product will be accepted without a valid RMA Number.

ALL Returns requests shall be logged with your Account Manager within 7 working days of receipt of goods.

DOA or faulty product will **ONLY** be accepted back within 14 days of purchase and where applicable **MUST** have a valid Manufacturer case reference.

Any products reported as faulty outside of these terms will **NOT** be accepted for return and the customer will be referred to Manufacturer to claim a repair or replacement under Manufacturer warranty conditions.

All goods should be returned in the original retail packaging along with all the original content.

Defaced or damaged product/packaging maybe refused or be subject to a restocking fee.

RMA numbers are valid for 14 days from date of issue and under **NO** circumstances will any return be accepted after this period has expired.

A credit note will only be issued after an inspection and or testing of the returned item has been completed to our satisfaction.

All faulty products will be tested either in house or by trained professionals to confirm the faults detailed in the RMA request exist. If the tests find that the faults are not as stated and/or the hardware is in good working condition then the customer will be liable for the testing charges and the cost of returning the unit back to the customer.

Tyronex Internal USE:

RMA No. issued date:		Collected by:		Tracking Number:	
RMA product received date:		RMA product returned to supplier date:			
RMA closed date:		Re-Stocking Fee applied		YES / NO	%