

RMA Request Form

Please fax or email the completed RMA for your authorisation number before returning goods to us.

<u>Account Details</u>	<u>Address Details</u>
Account Name: <input type="text"/>	Invoice Address: <input type="text"/>
Account Number: <input type="text"/>	
Account Manager: <input type="text"/>	
Contact Name: <input type="text"/>	Address Goods Located: (If different from Invoice Address) <input type="text"/>
Telephone Number: <input type="text"/>	
Email Address: <input type="text"/>	

Stock Codes & Quantities: Product Serial Number: Invoice Number: Invoice Date: Detailed Description of Fault and Operating Environment: Goods are in resalable condition? (In original packaging with all accessories) Requested Action:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 25px;"><input type="text"/></td> <td style="width: 33%; height: 25px;"><input type="text"/></td> <td style="width: 33%; height: 25px;"><input type="text"/></td> </tr> <tr> <td style="height: 25px;"><input type="text"/></td> <td style="height: 25px;"><input type="text"/></td> <td style="height: 25px;"><input type="text"/></td> </tr> <tr> <td colspan="3" style="height: 25px;"><input type="text"/></td> </tr> <tr> <td colspan="3" style="height: 25px;"><input type="text"/></td> </tr> <tr> <td colspan="3" style="height: 25px;"><input type="text"/></td> </tr> <tr> <td colspan="3" style="height: 25px;"><input type="text"/></td> </tr> </table> Yes: <input type="checkbox"/> Replacement: <input type="checkbox"/> Credit: <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			<input type="text"/>			<input type="text"/>			<input type="text"/>		
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- Completed and authorised RMA form must accompany all returns. No return will be accepted without an RMA number (Valid for 14 days from date of issue).
- Warranty is 12 months RTB from purchase date; proof of delivery will be required for all returns unless otherwise stated.**
- Warranty is limited to replacement or similar alternative. If none is available then a credit at purchase price will be applied.
- All accessories, power supplies, software, packaging, etc. must be present or an administration fee may be charged.
- The return of non faulty goods will result in a minimum 15% handling charge and, at our discretion, either the return of the item or credit at purchase price less handling charge.
- Advanced replacements are charged at full list price and only credited upon successful completion of RMA.
- Videk standard [terms & conditions](#) apply on all orders/returns.

For Videk Office Use Only: RTS: <input type="checkbox"/> Date: Initial:	RMA Number: Handling Charge:
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