

RMA Number (Videk use only)  
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Please fax or email the completed RMA, for your authorisation number before returning goods.

**RMA Request Form**

<b>Account Name</b>	-----	<b>Account Number</b>	-----
<b>Invoice Address</b>	-----	<b>Address RMA goods located (If different from invoice address)</b>	-----
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<b>Post Code</b>	-----	<b>Post Code</b>	-----
<b>Contact Name</b>	-----	<b>Contact Fax:</b>	-----
<b>Contact Tel:</b>	-----	<b>Contact Email:</b>	-----
<b>Stock Code</b>	-----	<b>Product Description</b>	-----
<b>Qty of RMA</b>	-----	<b>Product Serial Number (if present)</b>	-----
<b>Invoice Number</b>	-----	<b>Invoice Date</b>	-----

**Detailed description of operating environment** (E.g. Windows 2000, Pentium 4 PC)  
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**Detailed description of product fault**  
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**Requested Action** (Please tick one box)

Replacement required                       Credit required

*Notes*

- Completed and authorised RMA form must accompany all returns.
- 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 available credit at purchase price.
- No return will be accepted without RMA number (RMA numbers valid for 14 days from date of issue)
- All accessories, power supplies, original software, manuals & packaging must be present otherwise your return may be refused or an administration charge applied. **Products must be returned in re-saleable condition, packaging and products un-marked.**
- The return of non-faulty goods will result in a minimum 15% handling charge and, at the discretion of Videk, either the return of the non-faulty item or credit at purchase price less handling charge.
- Advanced replacement are charged at full list price and only credited upon successful completion of RMA
- Videk standard terms & conditions apply on all orders/returns