

Important: Your RMA Request will not be processed unless all fields are completed
Please fax completed request to 01245 283315, email INFO@CMCTECH.CO.UK



Component Repair Tracking Document

Returns Number:

Date Raised:	Product:
Serial No:	Purchase Date:
Customer:	Purchase Location:
Customer's Address:	Telephone No:
	Mobile:
	E-mail:
	RTD Raised By:

Reported Defect

Investigation Findings

Repair Effected / Conclusions

Conclusion

Customer Informed Date:

Customer Close Out Date:

Internal use.

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Warranty Terms & Conditions:

1. **The RMA must be returned within 14 days from the date of issue of the RMA number, otherwise the RMA number will be void and the product will not be accepted.**
 2. Any shipping costs incurred in returning product to CMCTECH is the customer's responsibility.
 3. Goods will not be accepted from the carrier unless clearly marked with a CMCTECH RMA number.
 4. Warranty will be void unless returned in suitable packaging.
 5. The RMA will not be actioned without a Fault Analysis ("Faulty" will not be accepted)
 6. The RMA number is only issued for the goods stated above
 7. Returned goods will only be credited if they cannot be repaired or replaced by a similar product.
 8. All products will be inspected for shortages; these will be noted and deducted in the case of a credit.
 9. All products will be inspected for damage, in the case of a credit, no credit will be given for damaged goods.
 10. "No Fault Found" goods will be returned.
 11. Suspect faulty items that are returned for a pre arranged credit and are found to be "No Fault Found" will be subject to a 5% re-stocking fee.
 12. The product warranty is valid for one year from the date of invoice unless otherwise stated.
 13. Queries on damaged/shortages of returned products will only be considered if notified within 24HRS.
- Returned items will only be dealt with if this form is signed, thereby agreeing to the Terms and Conditions stated above.**

Comments: