

BORER USE ONLY		
DATE:	SIGNATURE:	RETURNS NUMBER: QMF28 /

SERVICE & REPAIRS - RMA REQUEST FORM

Please complete all sections of the form and email to reception@borer.co.uk. One RMA Request Form per item to be returned for investigation. Once the completed RMA form has been received by Borer, we will ascertain whether or not the device is within its warranty period and we will issue a returns number and email back a copy of the form.

Device within warranty period - If the device is within the warranty period, we will arrange with the customer for our courier to collect the device. If, upon investigation, the device is found to have a fault not covered by the warranty, a carriage charge will be applied.

Device outside warranty period – if the device is outside the warranty period, Borer will notify the customer and the customer will be responsible for returning the device to Borer Data Systems Ltd offices for investigation.

Please ensure to include a copy of the form with the returned goods.

FAILURE TO COMPLETE ALL SECTIONS WILL RESULT IN DELAY, AND ITEMS MAY NOT BE COVERED UNDER WARRANTY.

DETAILS

NAME:	
COMPANY:	
ADDRESS:	
EMAIL:	
TELEPHONE:	

RETURN SHIPPING ADDRESS (IF DIFFERENT)

NAME:	
COMPANY:	
ADDRESS:	
EMAIL:	
TELEPHONE:	

PRODUCT DETAILS

PRODUCT CODE:	DESCRIPTION:	SERIAL NUMBER:
FAULT DESCRIPTION:		
ADVANCE REPLACEMENT REQUIRED?	YES / NO	

WARRANTY STATUS

PURCHASE ORDER NUMBER:	DELIVERY NOTE NUMBER:	INVOICE NUMBER:
Will the good(s) be returned in original box(s) with suitable packaging?	YES / NO	
NB: YOUR WARRANTY MAY BE INVALIDATED IF GOODS ARE TRANSPORTED IN INADEQUATE PACKAGING.		

VALIDATION AND AGREEMENT

I agree to Borer Data Systems Ltd.'s conditions for returns goods. Borer Data Systems Ltd cannot be held liable for any damage, incidental or otherwise caused in transit where incorrect or insufficient packaging may be used to transport the goods. For warranty classification repair, I understand that Borer Data Systems Ltd will inspect & repair the goods in accordance with our warranty terms and conditions, and any charges incurred where the warranty is void will be advised for my authorisation before any work is carried out. For items tested and found with no faults, I understand that I will be charged an inspection fee of **£80.00** (excluding VAT & return carriage) for the repair evaluation.

SIGNED:	DATE:	PRINT NAME:



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REPLACEMENT DEVICE SENT:			
FAULTY DEVICE RECEIVED:		FAULT REPORT COMPLETED:	
FAULT COVERED BY WARRANTY:		FAULT QUOTATION SENT TO CUSTOMER:	
CUSTOMER REPAIR PURCHASE ORDER:		BORER JOB:	
DEVICE DESPATCHED TO CUSTOMER:			
RMA COMPLETE:			