

MULTITECH RMA REQUEST FORM

Before Submitting this form make sure that you Have read and accept the Return Material Authorization (RMA) Procedure, Terms & Conditions

Your Account Information

BILL TO:	Company Name		Account #
	Street Address		
	City, Postal Code, Country		
	Contact		
	Phone	Fax	
	E-mail address		

IF "SHIP TO" IS SAME AS "BILL TO" LEAVE THE "SHIP TO" FIELDS BLANK

SHIP TO:	Company Name		Account #
	Street Address		
	City, Postal Code, Country		
	Contact		
	Phone	Fax	
	E-mail address		

Products to Be Returned

#	Model No.	Item Description	Serial Number	Product Condition
1				
FAULT DESCRIPTION				
2				
FAULT DESCRIPTION				
3				
FAULT DESCRIPTION				

For products bearing no Serial Number, a POP (proof of purchase is required).

If any of the products are covered by Care Pack, Warranty Extension, Maintenance Contract, Service Agreement Please give details below.

Your special Instructions

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Service Option:

Please check all that applies. For some option a service fee, additional to the standard service fee for Out Of Warranty products may be applicable and may affect the repair time.

- | | | | |
|--------------------------|------------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | I have Critical Data on my system. | <input type="checkbox"/> | Please Service my equipment as well. |
| <input type="checkbox"/> | | <input type="checkbox"/> | |
| <input type="checkbox"/> | (empty or low). | <input type="checkbox"/> | Please replace consumables if needed |

I want to keep my Hard Drive (DMR).

I would like a technician to call me before the repair.

BY SIGNING OR SUBMITTING THIS FORM YOU ACCEPT ALL TERMS AND CONDITION SET FORTH BY THIS DOCUMENT AND WITH THE RETURN MATERIAL AUTHORIZATION (RMA) PROCEDURE TERMS & CONDITIONS.

YOUR NAME:

DATE:

SIGNATURE AND COMPANY SEAL

FOR INTERNAL USE ONLY

DATE: NOT APPROVED

☐

APPROVED

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RRF

BY:

FORMMA201002

IMPORTANT NOTICE: By submitting the product(s) described above to A.T. Multitech Corporation LTD, Customer acknowledges and agrees that it shall pay the amount charged by A.T. Multitech Corporation LTD for the services provided (either for diagnosis, for repair or service, for parts order, or for any other applicable fee) immediately upon notification or at the time the customer request to collect the product(s). Warranty period depends on Manufacturer's warranty policy and software issues are not covered. If the amount due remains unpaid thirty (30) days after delivery of such notice to Customer, A.T. Multitech Corporation LTD at its option, shall have the right to retain the product(s) or to recycle or dispose of such product(s). A.T. Multitech Corporation LTD may retain the proceeds of any sale of product as payment for the costs associated with the repair and disposition of the product(s) plus reasonable costs of storing the product. By submitting the product to A.T. Multitech Corporation LTD, Customer further agrees that it waives any obligation of A.T. Multitech Corporation LTD to take any actions, other than those actions set forth herein, prior to retaining or disposing of the product.

SERVICE SUBMISSIONS FOR OUT OF WARRANTY PRODUCTS (OOW) ARE SUBJECTED TO A MINIMUM OF €65 (including VAT) FLAT RATE DIAGNOSTICS FEE.

SERVICE SUBMISSIONS FOR IN WARRANTY PRODUCTS (IW) AS REGARDS TO SOFTWARE ISSUES ARE SUBJECTED TO A MINIMUM OF €65 (including VAT) FLAT RATE DIAGNOSTICS FEE. IN CASE OF ADDITIONAL CHARGE, YOU WILL BE NOTIFIED IN ADVANCE. THIS FEE IS NOT REFUNDABLE. NNF (NO FAULT FOUNT) SUBMISSIONS MAY BE CHARGED WITH DIAGNOSTICS FEE EVEN FOR IN WARRANTY PRODUCTS.