

# Returned Merchandise Authorization (RMA)

FR.14.02.R01



## Customer

**Name:**

**Address:**

**State/Province:**

**Zip/Postal code:**

**Country:**

**Phone:**

**VAT/TAV No:**

**Courier Account:**

EMT Kontrol Elektronik San. Tic. Ltd. Sti.  
 Aegean Free Zone  
 Nilufer Sk. 40/15-16  
 Gaziemir 35410 Izmir - TURKEY

Phone: +90 232 449 0882  
 technicalservice@emtcontrols.com  
 www.emtcontrols.com

RMA NUMBER  
 (by technical service)

Customer Code

Date	Item / EMT Part No	Failure Description	Serial Number	Unit Price

**Date:**

**Signature and Company Stamp:**

<b>Sub-total</b>	
<b>Total</b>	

- Return Conditions:
1. The RMA number will be assigned by our Technical Service within 10 working days from the date of receipt of request.
  2. For each listed item on this form, the customer must provide "RMA Analysis Form" which will be forwarded to our Technical Service with the goods to be repaired.
  3. Documents must indicate the assigned RMA number.
  4. A copy of RMA has to follow the goods and must be inserted inside each box used in the shipment.
  5. The goods must be returned for repairs in an ESD (ESD-Norm IEC/TS61340-5-1 Electrostatics)compliance pack. Otherwise the warranty will not be extended to 30 days beyond the repair date.
  6. The assigned RMA number must be indicated on each box used for shipment.
  7. All shipping costs and duties are charged to the customer.
  8. Standard repair time is 20 business days from the date goods are received.
  9. EMT will also charge acceptance costs if the goods declared are not repairable.