

NFON- End Customer RMA Handling Process and Form



Please follow this process below to complete your RMA request:

1. Please contact your partner to report a fault with a device indicating the Mac Address.
2. Your partner will confirm the warranty on the device.
3. If the device is under warranty and fault has been confirmed by your partner, they will issue you with an RMA number which you must clearly mark on the protective outer packaging (NOT the product packaging). Failure to clearly mark the RMA Number will result in the package not being accepted. RMA numbers are valid for 10 working days. Please return the device within this timescale.
4. Goods must be returned complete with all original content (including all packaging, cables, manuals, CDs etc) and packed adequately to protect them in transit.
5. Return your item to the address provided by your partner ensuring the RMA reference number is the first line of the return address. If no fault is found, we reserve the right to charge a flat fee of £25/device.
6. Dead on Arrival (DoA) unit is replaced within 2 working days (subject to stock availability) from the receipt of the faulty unit.

RMA number:	
Customer K number:	
Customer Name:	
Customer Address:	
Invoice number:	
RMA Product(s):	
MAC Address(s):	
Serial Number:	
Accurate Fault Description:	
Return Address:	
Date:	
Signature:	