

## Return Merchandise Authorization (RMA)

**Date:**

**RMA No:**

Manufacturer	Part No	Serial No	Description	Reason for Return

**Company Name & Contact Person:**

**Customer PO No:**

**Customer Invoice No:**

**Freight Cost:**

**Return Merchandize Authorization (RMA) Procedure**

- 1) Please fill up this RMA form and email this form to Axentel sales representative.
- 2) Axentel representative would immediately issue RMA number via email.
- 3) Please return defective units with the RMA number clearly marked on the outside of the shipping container or box.
- 4) All item(s) must be returned within 15 days from the date the RMA was issued or RMA is Void. Warranty means if we have replacements we will replace, if not we will issue a credit.
- 5) Once identified the defective units, Axentel would process the RMA to customer's requirement by either replacing the unit or refunding the amount of the unit.

- 6) If the RMA does not meet Axentel's requirement from the following conditions, the customer would be notified and the equipment would be returned.
- Damage to product is caused by shipment from the customer to Axentel Technologies
  - Damage is not caused by mechanical failure but physical damage by the customer

**Shipping Instruction**

- 1) All products must be returned in Electro Static protected packaging, the original packing, or equivalent. Packing must be sufficient to protect merchandise from damage during delivery. If upon arrival packing is deemed to be non-sufficient and the goods damaged, Axentel reserves the right to reject the RMA.
- 2) Please verify the correct part number/serial number and quantity corresponding to the information on the RMA.
- 3) Axentel would provide shipping instruction after reviewing the weight and dimension of the equipment. Shipping method would be instructed upon issuing the RMA number
- 4) All goods would be returned to Axentel's Singapore Office:

Axentel Technologies Pte Ltd  
1001 Jalan Bukit Merah  
#05-13 Redhill Industrial Estate  
Singapore 159455

Tel: (65) 6271 7906

Fax: (65) 6377 3220

Attention: Sales Co-Ordinator/ Logistics Dept.