

Customer Returns Form

Customer RMA number

(Customer Support Manager to assign)

1. Return details *(Please complete all fields below with as detail as possible to help with the repair of your equipment)*

Customer name:

Contact details (address / telephone / fax / e-mail):

Equipment returned:

Reference details (serial number):

Warranty/Chargeable repair:

Date of reported fault:

Nature of fault:

2. Received by:

sign

date

Send form to Jenny Kidd with section 1 completed.

3. Assigned owner:

name

date

Customer Support Group Manager assigns owner of repair and agrees timescale for completion.

4. Action taken *(owner: summarise action taken to repair fault; attach all supporting documents, test reports, emails, etc.; then sign & date)*

Sign

date

Owner: keep a copy; send original to Customer Support Manager.

5. Repair complete *(to be completed and logged on database by the Customer Support Group Manager)*

The repair has been resolved to the satisfaction of the customer.

Sign

date

Record any comments or qualifications over page . . .