

Reserved Part		
For acceptance (Tech Support)	For acceptance (Administration Office)	Number provided afterwards

First name and family name: _____

Company: _____ Address: _____

Zip code: _____ City: _____ State / Province: _____

Phone: _____ Fax: _____ email: _____

Model: _____

Failed unit serial number: _____

Maintenance:

Standard	Advanced	Premium
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Invoice Ref.:

N. _____	Date: _____
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Detailed description of the Issue: _____

Product is returned in its original package

Yes	No
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All accessories are returned (if not specify what is missing)

Yes	No
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IMPORTANT READ CAREFULLY:

- We recommend you to always keep a backup of your data: HDD and SD card will be restored to factory default during repair process.
- This RMA form must be filled in all its parts. If any part is incomplete or inaccurate a new RMA will be required
- Standard Maintenance: return to factory for repair.
- Advanced Maintenance: hot replacement (if eligible)
- Premium Maintenance: hot replacement
- Please fill one RMA Form for each failed product
- RMA returned product will be checked and tested by within 7 business days of receipt
- Time to resolve the issue depends on the issue itself: we will do our best to reduce it to the lowest.
- Shipment cost to return the product is at customer's expense
- Please report RMA number both on package and in the delivery note
- If the delivery note is enclosed in the package please fax a copy at +39 0270 0594638
- Failed product shall be returned according to instructions provided by Endian.