

Reserved Part

<input type="text"/>	<input type="text"/>	<input type="text"/>
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 name on Endian Network

Failed unit serial number:

Maintenance validity (expiry date):

Detailed description of the Issue:

Product is returned in its original package	Yes	No
All accessories are returned (if not specify what is missing)	Yes	No

IMPORTANT READ CAREFULLY:

- All fields in this form are mandatory, if you fill in incorrect or missing data you will be asked to submit a new form
- One form must be completed for each product
- Data retention on HDD or SD card cannot be guaranteed. It is recommended that you always make a backup before sending the product to avoid total loss of data
- The product returned with an RMA will be checked and verified by our technical department within a maximum of 7 working days from the date of receipt of the faulty product (not the RMA form acceptance)
- The validation of the fault and the associated RMA is subject to the correct application of 'Article 5 - Limited Warranty and Limitation of Liability' in the Endian EULA
- The customer is responsible for the shipping costs of the defective product
- It is mandatory to indicate the RMA number on both the package and the delivery note
- The defective product must be shipped according to the instructions provided by Endian in the related support ticket