

# SensL RMA Request Form



Company:		RMA #:
Contact:		PO/Ref. #:
Tel:	Fax:	Email:

## RMA Items

Product Code	Serial Number	Problem Description

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

### Service Terms and Conditions

- Any unauthorized returns will not be accepted. You must receive an RMA # prior to returning equipment.
- DOA (dead on arrival) items must be returned within 30 days of receipt along with their original contents and packaging. Products which are incomplete or show signs of abuse or misuse will not be accepted or credited. Courier and Customs documentation must state that the country of origin of the unit is Ireland and that the unit is being returned to the manufacturer.
- SensL products come with a warranty against defects or failure for a period of one (1) year from the date of purchase.
- A repair charge will be issued for out-of-warranty items or damages resulting from improper use or mishandling. The charge will be based on parts and labor used. No repair will be made unless customer agrees to pay the estimated repair costs.

**Note:** Do not include accessories. When sending RMA items for repair, please do not include accessories such as manuals, cables, and CD-ROMs. Send boxes with boards only. SensL does not take responsibility for accessories that are lost during the RMA process.

For Internal Use Only

<b>Product Manager</b>	<b>Failure Analysis Engineer</b>	<b>Sales Agent</b>
<input type="checkbox"/> Repair <input type="checkbox"/> DOA <input type="checkbox"/> Restock <input type="checkbox"/> Replace <input type="checkbox"/> Other _____		Notes _____

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▪ Please fax completed form to SensL Ireland ▪  
+353 21 435 0447