

Return Merchandise Authorization (RMA)

Fill out and submit the RMA form to maintenance@see.be.

To return an item, follow the instructions below:

- 1. Fill this form out and return via email or fax. We will issue a Return Merchandise Authorization (RMA) number within 24 hours. Note that any shipment won't be accepted without valid RMA number.
- Pack the item(s) securely. All returned products should be in the condition they were received in, in the original manufacturer's packaging. If other packing is used, the warranty is not valid. Please make sure you write the RMA number on the box.
- 3. Include a copy of this form as well as a proforma invoice with the mention:

"Merchandise manufactured or retailed by SEE Telecom, temporarily exported for repairing or replacement"

- 4. Please note that shipping charges CANNOT be refunded.
- 5. Ship the item(s) to:

SEE TELECOM After-Sales – RMA#xxx Rue Maurice Faure 17 1401 Baulers Belgium

xxx = Number of RMA

- 6. Please note that additional items (tools, accessories, etc...) shipped with the merchandise CANNOT be guaranteed to be saved and sent back.
- 7. After reception, the device will be analysed upon 10 working days. After analysis, the warranty or a proposal for repairing will be proposed. The reparation will be done in case of warranty, or after acceptation by the customer of the commercial proposal by a formal order.

RMA FORM					
RMA number					
Customer	Company Name				
	Address				
	City				
	Zip / Post Code				
	Country				
Device	Reference				
	S/N				
	Reason for Return	Damaged Defective			
	Default description				

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RMA Follow-up

DESCRIPTION					
RMA number					
Device identification					
Condition at arrival					
Statement of compliance (Incoming)	Damaged Defective				
Warranty	□ Applicable □ Not Applicable				
Maintenance Contract	Applicable Not Applicable				
	Repairable Not Repairable				
	Details :				
Diagnostic					
Queterner environt	Description				
Customer approval	Repairable				
Repair Quotation	Offer n°				
	Quotation sent	□ Accepted and paid	□ Rejected		
	Not Repairable or Offer Rejected				
	□ Repaired	Destruction	□ Shipped back		
Statement of compliance (outgoing)		1			

