

# RMA Request Form

All fields highlighted red\* are mandatory to ensure we can contact you and help issue your RMA.

Please save and then email the completed form to [sales@videk.co.uk](mailto:sales@videk.co.uk)



# VIDEK

Network Systems & IT Solutions

We understand that sometimes there are problems with items and there may be an occasion where you need to return something to us. Please complete the below form with your details and the nature of the problem you have and we will be in touch with an RMA number or further advice.

## **Your Details**

Contact Name\*

Company Name\*

Account Number

Contact Telephone Number\*

Contact Email Address\*

Company Address\*

Goods Address if different from Company Address

Reason for Return\*

### **Order Details**

Original PO Number

Original Invoice Number

Original Invoice Date

### **Stock Details**

Stock Codes & Quantities \*

Serial Numbers if Visible

### **Customer confirmation**

Resalable Condition*	Yes	No
Requested Action*	Credit	Replacement

### **General Terms for return**

- No return will be accepted without an Official Videk RMA number (Valid for 14 days from date of issue).
- Warranty is 12 months RTB from purchase date; proof of delivery will be required for all returns unless otherwise stated.
- Warranty is limited to replacement or similar alternative. If none is available then a credit at purchase price will be applied.
- All accessories, power supplies, software, packaging, etc. must be present or an administration fee may be charged.
- The return of non-faulty goods will result in a minimum 15% handling charge and, at our discretion, either the return of the item or credit at purchase price less handling charge.
- Advanced replacements are charged at full list price and only credited upon successful completion of RMA.
- Videk standard [terms & conditions](#) apply on all orders/returns

Once completed, please save & email or select "**Submit Form**" from the top of this form to email to Videk.

Please note once you click "**Submit Form**" the form will send using your default email system, and remain open.

Please only submit once.

### **Videk to complete below**

RMA Number:

RMA Action Details: