

Return Material Authorisation (RMA)



Please complete the details below and return this form with your product to the following address:

Titley Scientific
Unit 4, 255 Leitchs Rd
Brendale, QLD, 4500
P: 07 3053 3403
E: info@titley-scientific.com

Order Number:

Must have an ORDER number assigned by TITLEY if warranty return

CUSTOMER DETAILS	
COMPANY NAME:	
CONTACT NAME:	
BILLING/POSTAL ADDRESS	RETURN ADDRESS
	<i>(Leave blank if same as billing)</i>
TELEPHONE:	MOBILE:
EMAIL ADDRESS:	

RETURNED PRODUCT DETAILS	
PRODUCT AFFECTED:	SERIAL NUMBER:
REASON FOR RETURN: <i>(State all information known about any issues, symptoms and the situation in which the failure occurred)</i>	
ADDITIONAL COMMENTS: <i>(List additional requests and any other equipment being returned with the product, e.g. memory cards, microphones, cables, etc.)</i>	
QUOTE BEFORE REPAIR <input type="checkbox"/> <i>(If not under warranty)</i>	

WARRANTY TERMS: If you should experience a problem with your product during the warranty period, at our discretion we will repair, replace or offer a refund. We require ALL faulty items to be returned to TITLEY for investigation. This helps us improve our products by highlighting any areas of concern and thus in turn assures we maintain and continuously improve the level of quality in all our products.

Based on our technician's findings, we will either:

1. Repair the item depending on the nature and extent of the fault. All repairs and replacements parts will be guaranteed for 12 months.
2. Replace the item (for new or refurbished) if the fault proves to be major and/or needs further investigation in order to come to a conclusion.
3. If we cannot repair the item or replace due to zero stock, we will offer a full refund which will be in the form of a credit against your account.
4. Where it is found TITLEY is not at fault and the fault has been caused by the customer, we will provide you with a quote to repair and return.

SERVICE TERMS: Any out of warranty items can be returned to TITLEY for service at the customer's expense. The customer will be responsible for shipping costs associated with out-of-warranty returns. All service repairs and replacement parts will be guaranteed for 6 months.

CUSTOMER DATA: Customer data such as device settings, or files stored on memory cards; during the process of repair, some or all of your stored data may be lost. We recommend that you save this data elsewhere prior to returning the equipment for repair.

AGREEMENT: By submitting this form you acknowledge and agree to the terms and conditions stated above. Any questions regarding these terms and conditions feel free to contact a TITLEY representative on 07 3053 3403 or at info@titley-scientific.com

OFFICE USE ONLY			
DATE RETURNED:		AUTHORISED BY:	