



TNS Asia Pacific Pte Ltd

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## RMA REPAIR REQUEST FORM

To request for RMA, please complete and email/fax this form to TNS. Successful application(s) will receive an email update with the RMA case number. **Use ONE form per device.**

In submitting this request, I (the user) agree to the following conditions:

1. TNS will issue a RMA case number upon approval of this request. User agrees to send in the faulty item(s) with this form to TNS office within 30 days of RMA case approval date or before warranty expiry date.
2. RMA turnaround time is approximately 6 to 8 weeks (upon receipt of device), subject to TNS confirmation.
3. Should there be charges arising from this RMA case, user will receive notification and this RMA case will be on hold. TNS will wait for user's approval before processing this RMA request.
4. Repair on item(s) with expired warranty are chargeable.
5. Repair on item(s) where damage resulted from acts of God, environmental or atmospheric disturbances, or other external forces through misuse, abuse, unauthorised alteration or repair are chargeable.
6. TNS will provide email notification to the contact person when this RMA case is ready for collection.
7. Uncollected item(s) will be disposed after 60 days from the first email notification date.

RMA CASE INFORMATION			
<b>Serial Number:</b>			
<b>Product Model:</b>			
PROBLEM TYPE(S)			
<input type="checkbox"/> No Power	<input type="checkbox"/> Console Port	<input type="checkbox"/> Broadcast Search	<input type="checkbox"/> HDD detection
<input type="checkbox"/> Serial Port (RS-232)	<input type="checkbox"/> Fiber Port	<input type="checkbox"/> Boot Up Failure	<input type="checkbox"/> No Display/Video
<input type="checkbox"/> Serial Port (RS-422)	<input type="checkbox"/> I/O Port	<input type="checkbox"/> Card Detection	<input type="checkbox"/> USB Device Detection
<input type="checkbox"/> Serial Port (RS-485 4-Wire)	<input type="checkbox"/> LAN Port	<input type="checkbox"/> Data Transmission Signal	<input type="checkbox"/> Re-Test
<input type="checkbox"/> Serial Port(RS-485 2-Wire)	<input type="checkbox"/> WLAN Port	<input type="checkbox"/> Driver Installation	<input type="checkbox"/> Others
<b>Detailed description on condition(s) that problem occurs:</b>			
CONTACT INFORMATION			
<b>Company Name</b>			
<b>Contact Person</b>		<b>Telephone</b>	
<b>Email</b>			
<b>Address</b>			
<b>Country</b>		<b>Postal Code</b>	

\_\_\_\_\_  
Authorised Signature & Date (DD/MM/YYYY)

\_\_\_\_\_  
Company Stamp

TNS OFFICIAL USE			
<b>RMA Case Number</b>			
<b>Item Received Date</b>		<b>Email Notification Date</b>	
<b>Remarks</b>			