



TNS ASIA PACIFIC PTE LTD

10 Ubi Crescent, Ubi Techpark, #03-47 (Lobby C), Singapore 408564
 Tel: (+65) 6747 6740 | Fax: (+65) 6747 7383 | Email: support@tns.com.sg

RCB Number: 200201028N
 Website: www.tns.com.sg

RMA REQUEST FORM

Use one form per device. Complete all information in print and submit form together with device. In completing this form, I (the user) agree to the following conditions:

- TNS will charge for repairs to products whose warranty period has expired. TNS will also charge for repairs to products if the damage resulted from acts of God, environmental or atmospheric disturbances, or other external forces through misuse, abuse, or unauthorized alteration or repair.
- If there are charges arising for this RMA case, the user will receive notification. This RMA case will be on hold. TNS will wait for user's approval before processing this RMA request.
- TNS reserves the right to dispose this RMA item if it is not collected from TNS after TWO months from the User notification date

DESCRIPTION OF RMA REQUEST			
Product Model		Serial No.	
Problem Type			
<input type="checkbox"/> Serial Port (RS-232) <input type="checkbox"/> Serial Port (RS-422) <input type="checkbox"/> Serial Port (RS-485 4-Wire) <input type="checkbox"/> Serial Port(RS-485 2-Wire) <input type="checkbox"/> No Power	<input type="checkbox"/> LAN Port (100 Mbps) <input type="checkbox"/> LAN Port (10 Mbps) <input type="checkbox"/> Console Port <input type="checkbox"/> Fiber Port	<input type="checkbox"/> Data Transmission Signal <input type="checkbox"/> Card Detection <input type="checkbox"/> USB Device Detection <input type="checkbox"/> Boot Up Failure <input type="checkbox"/> Driver Installation	<input type="checkbox"/> Broadcast Search <input type="checkbox"/> WLAN Port <input type="checkbox"/> Re-Test <input type="checkbox"/> Others
Detailed description on conditions that problem occur			

CONTACT INFORMATION			
Company Name			
User Name		Telephone	
User Email			
Address			
Country		Postal Code	

 Authorised Signature & Date (DD/MM/YYYY)

 Company Stamp

FOR TNS OFFICIAL USE			
Item Status	Date	TNS Acknowledgement	Remarks
Received from USER			
Received from MOXA			
Notification to USER			