Returned Merchandise Authorization (RMA)

FR.14.02.R01

Customer

Name:

Address:

State/Province:

Zip/Postal code:

Country:

Phone:

VAT/TAV No:

Courier Account:

Ship to:
EMT Kontrol Elektronik San. Tic. Ltd. Sti.
Aegean Free Zone
Nilufer Sk. 40/15-16
Gaziemir 35410 Izmir - TURKEY

Phone: +90 232 449 0882
support@blacknova.co
www.blacknova.co

RMA NUMBER
(by technical service)

Customer Code

Date	Item / EMT Part No	Failure Description	Serial Number	Unit Price

Sub-total	
Total	

Date:

Signature and Company Stamp:

Return Conditions:

1. The RMA number will be assigned by our Technical Service within 10 working days from the date of receipt of request.
2. For each listed item on this form, the customer must provide “RMA Analysis Form" which will be forwarded to our Technical Service with the goods to be repaired.
3. Documents must indicate the assigned RMA number.
4. A copy of RMA has to follow the goods and must be inserted inside each box used in the shipment.
5. The goods must be returned for repairs in an ESD (ESD-Norm IEC/TS61340-5-1 Electrostatics)compliance pack. Otherwise the warranty will not be extended to 30 days beyond the repair date.
6. The assigned RMA number must be indicated on each box used for shipment.
7. All shipping costs and duties are charged to the customer.
8. Standard repair time is 20 business days from the date goods are received.
9. Black Nova will also charge acceptance costs (customs fees and diagnostic expenses) if the goods declared are not reparable.