RMA Request Form

ASIS technologies
www.asis-technologies.com

DNV·GL ISO 9001

ASIS Technologies Pte Ltd (199508360M)
71 Ubi Crescent #08-05 Excalibur Centre
Singapore 408571
T (065) 6844 2141   F (065) 6844 0213

RMA#		

COMPANY	:		DATE :	
ADDRESS	:			
TEL No.	:		FAX :	
CONTACT PERSON	:		Email	

Please provide the following information (all information is required to process a RMA request):

Model Name :		Model Name :	
Serial #		Serial #	
Warranty	Yes / No	Warranty	Yes / No
Problem :		Problem :	
Model Name :		Model Name :	
Serial #		Serial #	
Warranty	Yes / No	Warranty	Yes / No
Problem :		Problem :	
Model Name :		Model Name :	
Serial #		Serial #	
Warranty	Yes / No	Warranty	Yes / No
Problem :		Problem :	

ASIS Technologies Pte Ltd Warranty Repair Policy
1) Returns must be shipped fright prepaid. All return shipping charges are your responsibility.
2) ASIS Technologies requires pre-authorization for the return of all products. Products not authorized for return shall be sent back to you at your expense. ASIS Technologies will not be liable for any loss of or damage to unauthorized return items.
3) We will ship, at your expense, via any carrier service you request. When you request a carrier other than ASIS's carrier of choice, you will bear risk of loss and freight expenses for such shipments.
4) Damage products will be return as it is, when warranty is expired and you do not wish the products to be repaired.
5) RMA item must reach our office within 30 days you receive the RMA number.

Return Procedure:
1) Before calling for an RMA number, please make sure that you have correctly followed the installation instructions and operating procedures for the products that are located in the user's guide.
2) On the Request Form, Make sure you have the following information : Company name; Contact phone and fax number; E-mail address; Product name; Serial number for each product returned; Complete and accurate of the technical problems for each product returned.
3) Send RMA Request Form to Fax : 65 6844 0213 to obtain RMA number for the return product. Asis may refuse to issue an RMA number in the event of failure to provide the above information mentioned in item (2).
4) RMA number should be clearly written on the shipping label placed on the shipping box.
5) Please be assured that the products sent to Asis are the same product for which the number were issued. If the products do not match the products under the assigned RMA number, Asis will return all products.
6) No return accepted without an RMA number, absolutely no exceptions.

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