IRIDIUM CONSULTING LIMITED

DATE:	RMA#:

CUSTOMER RMA NUMBER REQUEST FORM	FAO:

Customer Details — PLEASE FILL THIS FORM WITH PRINT AS CLEAR AS POSSIBLE

Account No.:		Company Name:	
Address:			
Contact:		Tel:	Fax:

Goods subject to RMA (Failure to fill in Invoice# will result in a delay in processing your RMA Number Request)

Invoice #	Item Description	Qty	Serial Number	Reason for RMA
	Total:		Failure to fill in total quantity will result in you taking responsibility for any returned parts missing	

Notes:

1. Iridium reserves the right to change this forms Terms & Conditions without prior notice. Please ensure you have downloaded the latest copy from our web site www.iridiumconsulting.biz
2. A RMA Number Request will only be dealt with if a copy of the Original Invoice is faxed / posted with this form.
3. In the case where the manufacture has setup a direct warranty relationship with the customer then the manufacturers warranty procedure will be applied.
4. Upon our verification of your warranty we will issue an RMA number and our Returns Department will contact you.
5. Please note that if the goods detailed above are not returned and received by Iridium within 5 working days from the date that the RMA number was issued, then this RMA will be CANCELLED automatically.
6. Ensure that you clearly mark the RMA number on outside of the package (not the product packaging). Goods will be refused delivery if no RMA number has been marked on the exterior package.
7. The customer will be responsible for all carriage costs incurred whilst returning the faulty goods to Iridium. All customers that are not in the UK mainland will also bare the return cost of all RMA goods.
8. All RMA goods must be returned in their original packaging including all manuals and where applicable disks and cables. Failure to supply all original packing and items will result in cancellation of this RMA. The said items will then be returned to the customer at the customer's own cost.
9. In the event of any returned items found to be not supplied by Iridium, the customer will be informed of said items and must arrange collection of the goods within 5 working days from the date of being informed. If the items are not collected within the 5 working days, then Iridium reserves the right to dispose of the items at their own discretion
10. In the event of any item found not to be faulty, then a testing fee will be charged: £15 (+VAT) for any single item eg. Motherboard; Full machine examination £40 (+VAT); Or what the supplier charges Iridium. Any problems relating to software installed and not purchased from / installed by us will be charged £30.00 per Hour (+VAT).
11. If returned item(s) are found to be faulty, replacement will be carried out within 30 days. If faulty items are no longer available on the market, these item(s) will be replaced as soon as we receive replacements from the manufacturer or supplier.
12. When customer returns goods to us because the customer has made an incorrect order, or over-ordered, Iridium withhold the right to charge the customer 15% (+VAT) of the value of the goods for handling and restocking.
13. Warranty on all Batteries, Mice, Keyboard, Mouse Mats, Ink Cartridges, Floppy Disks/Tape Media/Writable CD/Software on CD/Diskettes and all such consumable products will carry a DOA Warranty only. Any problems must be reported within 5 days of receipt of these products.
14. All testing fees must be paid before goods can be returned. In the event of testing fees not being paid within 10 working days from the date of Iridium's invoice to the customer, then Iridium reserves the right to dispose of the goods at their own discretion.
15. Credit will not be accepted per our standard terms and conditions. We will repair or replace the faulty item(s) subject to our best endeavors. We cannot provide an advance replacement service unless specifically arranged in advance.
16. Your parcel shall be checked for discrepancy upon opening and processing of your RMA item(s). This may not be the same as the date that it is received by Iridium.

Signed	Print Name	Position	Date

Please fax this application form and copy of your Invoice to our Direct Service Fax Line: 01395 277504