

RMA FORM

RMA NUMBER

For Tukans use only

COMPANY DETAILS

Company Name:

Account Number

CONTACT DETAILS

Name:

Address:

Phone:

Email:

Return address:
(if different to above)

GOODS INFORMATION

PRODUCT DETAILS

Brand:

Product / Model Code:

Serial Number (in full):

Product Description:

Accessories supplied:

REASON FOR RETURN

- | | | |
|--|--|---|
| <input type="checkbox"/> Warranty Repair | <input type="checkbox"/> Dead on Arrival (DOA) | <input type="checkbox"/> Damaged Goods |
| <input type="checkbox"/> Non-warranty Repair | <input type="checkbox"/> No Longer Required | <input type="checkbox"/> Incorrect Item |

PURCHASE DETAILS

Dealer purchased from:

Date of purchase:

Invoice Number:

A copy of the purchase invoice must be submitted with this form.

FAULT DESCRIPTION

Please provide us as much information as possible. Insufficient information may result in a delay to your RMA number being issued.

Is the fault intermittent?

- | | | | | | | |
|------------------------------|-----------------------------|---------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | If Yes, the fault occurs: | <input type="checkbox"/> Hourly | <input type="checkbox"/> Daily | <input type="checkbox"/> Monthly | <input type="checkbox"/> Other |
|------------------------------|-----------------------------|---------------------------|---------------------------------|--------------------------------|----------------------------------|--------------------------------|

PLEASE SIGN HERE

Notes:

- Please fill in one form for each item.
- Goods must be returned within 30 days of an RMA number being issued.
- Quotations for repair are valid for 14 days.

I have read and accept the terms & conditions set out in this form (including the Standard Terms and Conditions).

Print name:

Date:

Signature:

RMA FORM

TERMS & CONDITIONS

1. One RMA form must be completed for each item you wish to return.
2. Completed RMA forms must be sent by email to:

sales@tukans.com

3. Incomplete RMA Forms will delay processing time and may be returned.
4. You are required to ensure that items are received by TUKANS within 30 days of the RMA number being issued. After this time, the RMA number will expire.
5. All items must be sent to the following address unless instructed otherwise:

**Tukans Returns
CUK Group
2 Redwood Crescent
East Kilbride
G74 5PA
UK**

6. The customer is responsible for all freight costs on items being returned to TUKANS for repair or credit. TUKANS will arrange for collection of any goods sent in error or those damaged in transit; collection shall be from the original delivery address.
7. When returning goods, please enclose a copy of the approved RMA form in the returning package.
8. The RMA number must be marked clearly on the outside of each package.
9. CUK Audio will refuse receipt of items without an RMA number clearly marked on the package or items relating to an expired RMA number.
10. Ensure only the product approved on the RMA form is returned. Serial numbers must match those on the form; products not on the RMA form will be returned at customer's cost.
11. Products being returned must be properly packaged (where possible use the original packaging). Failure to properly package returning product will void all warranty on that product as hidden damage may occur.
12. TUKANS will not be responsible for any damage to goods incurred in transit due to inadequate packaging.
13. Products must be returned complete including any accessories required for normal operation.
14. Any damage to a product or missing components will not be repaired / replaced under warranty.
15. When a product is being returned for repair a purchase order is required to cover the evaluation and return shipping costs. Where the fault is deemed to be under warranty this fee will not be invoiced.
16. Where product returned for repair is out of warranty, following initial inspection of the product, a quotation for repair will be issued. No work will be undertaken until a purchase order is issued by the customer.
17. Quotations for repair will be valid for 14 days.
18. Where product returned for repair is determined as no fault found, the customer will be responsible for a standard inspection fee plus return shipping costs.
19. When returning goods for credit, a discretionary re-stocking charge of 15-40% may be charged. The charge will vary according to the state and condition of the returned Goods and their packaging.
20. If goods returned for credit are in poor condition or without original packaging TUKANS has the right not to accept the return.