**RMA Request Form**

|  |  |  |  |
| --- | --- | --- | --- |
| Company: |  | Contact person: |  |
| Phone: |  | Address: |  |
| Email: |  | Pickup Location: |  |

**Return Procedure & Policy:**

1. Before calling for an RMA number, please make sure that you can correctly followed the installation instructions and operating procedures for the products.
2. On the RMA Request Form, make sure you have the following information: Contract name, Phone, Email, Address, Serial number; complete description of the technical problems for each product returned.
3. RMA number should be clearly written on the shipping label and the label placed on the shipping box.
4. **All return unit DO NOT need to return whole set such as accessories, cables...etc. Please return “Defect Part” ONLY with limited size.**
5. No return accepted without an RMA number, absolutely no exceptions.
6. RMA number is valid for 21 calendar days after authorization. We reserve the right to refuse returned items(s) beyond 21 days from the date RMA number is assigned.

|  |  |  |  |
| --- | --- | --- | --- |
| **RMA No.** |  | **Date** |  |
| **Model** | □ A10 □ A20 □ A40 □ AC20 □ AC40 □ AC25 □ AC45 | **Within Warranty** | * Yes □ No
 |
| **Parts** | □ Receiver □ Transmitter □ Touch Dongle □ Others\_\_\_\_\_\_\_\_\_\_\_  | **Serial Number** |  |
| **Symptom** | * No power charge; □ Power-on Problem; □ USB or HDMI no function
* No Image; □ Can’t Project; □ LAN connection □ Others\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |
| **Problem Description** (Please provide Photo or Video with description) |
| **( Must be written )** |

---------------------------------------------------------------------------------------------------------------------------------------------------------------------------

|  |  |  |  |
| --- | --- | --- | --- |
| **RMA No.** |  | **Date** |  |
| **Model** | □ A10 □ A20 □ A40 □ AC20 □ AC40 □ AC25 □ AC45 | **Within Warranty** | * Yes □ No
 |
| **Parts** | □ Receiver □ Transmitter □ Touch Dongle □ Others\_\_\_\_\_\_\_\_\_\_\_  | **Serial Number** |  |
| **Symptom** | * No power charge; □ Power-on Problem; □ USB or HDMI no function
* No Image; □ Can’t Project; □ LAN connection □ Others\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |
| **Problem Description** (Please provide Photo or Video with description) |
|  |

Copyright@NorthVision Technology Inc. V.1.0.1