

Dear Sir/Madam,

- Please, fill out the RMA-FORM
- Send it to [rma.audiovisual@axians.com](mailto:rma.audiovisual@axians.com)
- You will receive an RMA-number from us
- Put the RMA-form in the box with the goods
- Stick the shipping slip on the box

Please read RMA-conditions below for any further information.

## RMA procedure

# RMA-FORM (Return Material Authorization)

INSIDE YOUR BOX - after receiving your RMA number.

Please complete the data below and send this form to [rma.audiovisual@axians.com](mailto:rma.audiovisual@axians.com).

Filled by AXIANS AV : Your RMA number :

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Date of the request:				Return address data: (If different from the sending address)	
Company or institution:					
Contact:					
Street:					
Postal code:		Municipality:			
Country:		VAT number:			
Tel.:		Email:			
Your ref.:					

Data concerning the goods that are to be returned:				
	Brand	Type and serial number	Quantity	Error description
1				
2				
Goods were originally delivered with invoice number:				
Installation / Project :				
Additional remarks:		Please check:		
Included accessories:		<input type="checkbox"/> warranty repair      Backup configuration done <input type="checkbox"/> Yes <input type="checkbox"/> NO <input type="checkbox"/> NA		
		<input type="checkbox"/> repair out of warranty		
		<input type="checkbox"/> DOA (dead on arrival)		



SHIPPING SLIP

FROM:

TO:

AXIANS AV BELGIUM – RMA Service  
Industrieweg 39  
B-8800 ROESELARE

RMA Nr.:

## RMA-Conditions

1. Before sending back goods for repair or replacing, an application should be made for an RMA-number. In order to get an RMA-number, the form is to be completed and may be sent to [rma.audiovisual@axians.com](mailto:rma.audiovisual@axians.com).
2. Axians AV Belgium will return your form within 2 working days, mentioning your RMA-number.
3. The RMA-number remains valid for 14 days. After 14 days, the RMA number expires.
4. The goods should be sent back well packed (preferably in their original packaging), together with a copy of the fully completed RMA-form. The RMA-number should be mentioned clearly on each delivery note and on the exterior of the shipment box.
5. Delivery- and customs expenses to Axians AV Belgium are always at your expense. Standard exchanges or repairs in warranty will be sent back at our expense, with the exception of express deliveries on your specific demand. Repairs not in warranty will always be invoiced at the current price rates, and will be sent back at your expense. Evaluation charge of € 125 in case of no repair.
6. In order to be allowed for **warranty** repair or replacement, it is very important that you mention the invoice number and/or project number from the purchase of the goods.
7. At all time, the general Axians AV Belgium sales conditions remain valid.
8. For any further questions, do not hesitate to contact our Customer Services:  
Mrs Stacy Beirlandt (+32 51 35 72 13 / [rma.audiovisual@axians.com](mailto:rma.audiovisual@axians.com)).

