

RMA:



DigiCrystal™
Phone: 1300 557 201

E-mail: support@digicrystal.com.au

RMA Repair/Replacement Request Form (Individual Customer)

- *Please mark the RMA number on the shipping label of your package.
- *Return without an RMA number will be refused by our shipping department.

Please fill out the form below and E-Mail it to rma@digicrystal.com.au or call us for an RMA number. All information must be completed in order to be approved. If no confirmation E-Mail within 48 hours, please resend the request again.

Original Invoice Number _____
Original Invoice Date: _____
Original Place of Purchase: _____

Name: _____
Address _____
City: _____
State: _____
Zip code: _____

Contact Phone: _____
E-Mail: _____

Product Model No: _____
S/N: _____

Reason for RMA:

Return Rules & Policy:

1. Please fill the RMA number in the top left corner box once get an RMA number.
2. RMA number is valid for 30 days after the day of issuance.
3. The RMA number must be prominently displayed on the shipping label of package as well.
4. Any product returned without an RMA number may be refused.
5. Returned goods must be shipped freight prepaid in their original boxes and packing material.
6. A copy of this RMA form, warranty card and invoice/receipt must accompany the return product.
7. Return products should be freight insured by customer.
8. Sender should pay for the postage for getting the unit back if no faulty found.
9. DigiCrystal reserves the right of charging for shipping, handling and labor if the product received for repair is non-defective.
10. By signing below, customers understand and agree with the above rules and policy (signature is required when sending back with the faulty unit).

Customer Signature:

Date: