

Please send a copy of this form with all returns.

### RMA REQUEST FORM



**Return Address:**  
 M2M Ltd - Returns Department  
 4th Floor, Hanover Place  
 8 Ravensbourne Road  
 Bromley  
 Kent BR1 1HP

**Returns Email:** [darren@m2m-direct.co.uk](mailto:darren@m2m-direct.co.uk)/[rma@m2m-direct.co.uk](mailto:rma@m2m-direct.co.uk)  
**Tel No.:** 0208 676 6067      **Direct Dial:** 0208 315 4016  
**Fax No.:** 0208 676 8111

#### CUSTOMER DETAILS

<b>Company Name:</b>		
<b>Address:</b>		
<b>Telephone:</b>	<b>Contact:</b>	<b>Ref:</b>
<b>Fax:</b>	<b>Email:</b>	<b>Date:</b>

Customers are advised that M2M product codes must be used when requesting RMAs to avoid unnecessary delay. Please see notes below.

	Part Number	Serial Number (if applicable)	Fault Description	Invoice No:	Invoice Date	Quantity	M2M Internal Use
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

**RMA Number:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## TERMS & CONDITIONS

Please note:

1. INCOMPLETE FORMS WILL NOT BE PROCESSED.
2. Description of 'Reason For Return' must be PRECISE. If goods received against replacements are found not to be faulty, a 20% handling charge will be levied.
3. Memory modules with other than manufacturer labels will not be accepted.
4. Please ensure that all items are suitably packaged and label all parcels clearly with the RMA number.
5. All returned products will be replaced or upgraded when possible. If not possible, a credit note will be raised at the current market price (unless the purchase price was lower).
6. All discrepancies with your order (short shipment, sales error, etc.) must be reported within 2 working days.
7. If you do not comply with our conditions, we reserve the right to return the goods to you at your cost.