

RMA Request Form

Please return the completed form via email to service@hik-consulting.pl
 Required fields are identified with an asterisk (*)

- For repair services, please provide as many details as possible of the failure.
- Once submitted, please wait for the document with RMA number with delivery address for the shipment and please don't forget to include a copy the RMA document with your shipment.
- **Be careful** to pack the equipment in a safe and well protected way – preferably in original packaging.
- For equipment out of warranty, if the repair quotation is declined, an investigation fee will be invoiced. If during the evaluation process it is found that your warranty has been voided, you will be informed and provided with a repair quotation.
- **Please send us the tracking number for the shipment you arranged, after receiving the RMA number**
- Shipping to HIK-Consulting is at your own responsibility and expense. Should costs still arise, we will invoice them to you.
- If you ship from non-EU country a temporary export- document/pro-forma Invoice must be issued for equipment for customs purposes

ONLY EQUIPMENT WITH AN RMA RETURN FORM WILL BE ACCEPTED

Billing Information

*Company Name:	<input type="text"/>
*Address:	<input type="text"/>
*City:	<input type="text"/>
*Zip:	<input type="text"/>
*Country:	<input type="text"/>

Shipping Information

*Company Name:	<input type="text"/>
*Address:	<input type="text"/>
*City:	<input type="text"/>
*Zip:	<input type="text"/>
*Country:	<input type="text"/>
Same as billing address	<input type="text"/>

Contact Information

*Name:	<input type="text"/>
*E-mail:	<input type="text"/>
*Phone #:	<input type="text"/>
Additional information: (e.g. building number, room number, delivery to reception or warehouse)	<input type="text"/>

RMA Request Form HIK-Consulting

Service Information (Please add additional instruments to separate sheet).

*Model #:	<input style="width: 95%; height: 20px;" type="text"/>
*S/N #:	<input style="width: 95%; height: 20px;" type="text"/>
*Condition of instrument: (type 'x')	<input type="checkbox"/> Like new condition, no damage, or defects. <input type="checkbox"/> Lightly scratched and/or dented but functional <input type="checkbox"/> Scratched and/or dented with loose parts. <input type="checkbox"/> Damaged and non-functional
*Bought in (please indicate year if known, otherwise indicate "unknown"):	<input style="width: 95%; height: 40px;" type="text"/>

Details

*What type of service do you require? If Repair, please also select a calibration option. (type 'x')	<input type="checkbox"/> Repair (Standard Calibration Included) <input type="checkbox"/> Standard Calibration <input type="checkbox"/> ISO 17025 Calibration Certificate w/Data <input type="checkbox"/> Modification (Please Select Type of Calibration)
If your instrument requires modification, please confirm which option:	<input style="width: 95%; height: 40px;" type="text"/>
*If your instrument requires repair, please describe the problem: <u>Please fill in as much information as possible.</u>	<input style="width: 95%; height: 60px;" type="text"/>
Permission for Repairs? (type 'x')	<input type="checkbox"/> I AGREE <input type="checkbox"/> NO, I DO NOT AGREE
Do you authorize HIK-CONSULTING to upgrade firmware? (type 'x')	<input type="checkbox"/> Yes <input type="checkbox"/> No

Additional Shipment Information

*Please indicate the carrier you want to use for the return of your instrument(s):

Preferred Carrier:	<input type="text"/>
Carrier Account # :	<input type="text"/>
If Other, please specify:	<input type="text"/>
Additional notes:	<input type="text"/>

Pleas note that if you are shipping the equipment from a non European Union country, make sure to attach the commercial invoice/ Pro-Forma Invoice o the shipment. Invoice needs to include the following information:

- The model of all shipped products including the serial number(s).
- HS Code (taric code)
- Description of the products
- Please state that products are shipped for repair/calibration purposes.
- Please state the value of the products for customs purposes. If the value differs a lot from the real value of the products, in case of customs inspection HIK-CONSULTING should not be responsible for penalty reasons.
- Incoterm: DAP (HIK-CONSULTING will assume the import VAT costs, and will recharge you any other possible import charges).

NOTE - Please send us the tracking number for the shipment you arranged, after receiving the RMA number and inform us about the shipment.