IP Comms Ltd, Signal House, Crown Way, Crown Park
Rushden, Northamptonshire NN10 6BS
Tel: 0845 618 2887 Fax: 0845 618 2886

Returns Authorisation Form

For UK customers ONLY

RMA Number:	

Customer Ref	
Contact:	
Name	
Company:	
Address:	

Date:	

Purchase Inf.	Invoice / ref. No:	Date of Purchase	

Telephone:	

Item No	TRENDnet Model Number	Serial Number (required)	Problem

RA Procedure

Before returning any item ***you must call our Customer Service Department*** on 0845 618 2887 within the warranty period of the goods purchased, valid from the date of invoice for a Returns Authorisation Number

1. You are required to action any RMA(s) issued within 7days of issue, after this period the RMA will not be valid.
2. The completed Returns Authorisation form must be included in the carton used for dispatch, please write the RMA number on the label side of the carton.
3. Please note; Returned items which do not have an authorised RA number clearly displayed , will be rejected by the goods-in at the warehouse.
4. Any faults or damage that is not documented on the Return Authorisation Form that may have occured through misuse or bad installation will not be covered by the TRENDnetdirect warranty.
5. Delivery charges for warranty returns is payable the client, if using Royal Mail/ Post Office we recommend items are sent by recorded delivery.

Thank you of your help & co-operation

For and On behalf of TRENDnetDirect