

RMA form

Return Material Authorization form



RETURN PROCESS STEPS

1. Complete this RMA form.
2. Request an RMA number by sending an e-mail to support@tmsi.com with this form as attachment.
3. Double check that the items are clean.
4. Properly package the product(s), preferable in the original case/packaging.
5. Clearly write the received RMA number on the package.
6. Send the package to:

TMSi
Zutphenstraat 57
7575 EJ Oldenzaal
The Netherlands

[RMA number]

RMA PROCEDURE

By returning your product to TMSi under this RMA, you agree to have TMSi investigate and repair the product for repair cost up to €500 (systems with ≥ 8 channels) or €300 (all other TMSi products or accessories). If after analysis it is concluded that repair cost could exceed these limits, TMSi will ask for your approval before proceeding.

The above only applies to repairs that are not covered by TMSi's warranty.
Prices are excl. VAT and works.

HYGIENIC REQUIREMENTS

Description of the hygienic requirements

Shipped products do NOT have any:

- Remains of paste/gel residues on product housing, connector, cable, fabric or any other part of the product.
- Presence of hair, blood or any other human residues

TMSi is allowed to directly return any products that do not meet these requirements and charge the administrative costs.

APPROVAL

Please accept the repair and hygienic requirements described below

I ACCEPT THE RMA PROCEDURE AND REPAIR COSTS:	Yes
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I CONFIRM THAT THE PRODUCTS FULLFILL THE HYGIENIC REQUIREMENTS:	Yes
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DATE (dd/mm/yyyy):

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CONTACT DETAILS

Please mention your contact details for any process updates or questions.

NAME:

EMAIL-ADDRESS:

PHONE-NUMBER:

SHIPPING DETAILS

Please enter the return address.

CUSTOMER REFERENCE:

(Order number, if applicable)

ORGANIZATION:

ADDRESS:

(not a PO box)

ZIP CODE:

CITY:

COUNTRY:

SHIP TO THE ATTENTION OF:

(if applicable)

PHONE-NUMBER:

INVOICE ADDRESS:

Same as shipping address
Other;

PRODUCT DETAILS

As printed on the label of your product.

TYPE OF PRODUCT:

SERIAL NUMBER:

(if applicable)

TMS CODE / REF:

ISSUE DESCRIPTION

Please provide the reason for returning the product. Include details; its behavior, conditions and when the issue occurs.

ISSUE DESCRIPTION &
STEPS TO REPRODUCE:

ADDITIONAL INFORMATION:

(if applicable)