**RMA Application Form**

The following contents should be completed by the applicant. **RMA No.:**

**Contact： E-mail： Department：**

**Phone No.： Application Date： Postcode：**

**Company： Fax：**

**Address：**

**Cause of maintenance or test application：**

|  |  |
| --- | --- |
| **Re-specification** □ | **Detailed Description（Unnecessary）** |
| **Standard Repair(No need for analysis report)** □ |
| **Product failure within the warranty period** □ |
| **Pay for repair** □ |
| **Failure cause analysis (need analysis report)**  □ |
| **Others** □ |

**\*Test time will be increase if you need the FA report**

|  |
| --- |
| **Application environment description:** (The RMA processing rate will be affected if you do not fill in the condition of customer's equipment and the function and installation condition of our products) |
| **Part Number** | **Qty** |  **Serial number** | **End user** | **Problem description** **(Time and place of occurrence - Such as in arrival, in debugging and in running, etc. With detailed phenomenon, failure description, power supply, load way and operating environment, etc. You may attach the related photo or video is the best)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**\*Before filling in the form, please read the following items carefully.**

* To provide accurate and fast service, the applicant shall fill in all the required contents truthfully. Incomplete form saving may not be accepted or cause processing delays. In particular, the fault description should be as accurate and detailed as possible.
* During the quality assurance period promised by Qotana Company, in case of any quality problems, Qotana Company will provide free maintenance service, and replace the products if necessary.
* If the product exceeds the warranty period or is within the warranty period, but is improperly used by the customer, or has been modified or repaired by the user himself, the client will bear the corresponding maintenance service fees.
* If the products applied for return are not found any issue in the factory test, the employer will bear the corresponding inspection costs.
* For special or additional services, the client shall bear the corresponding service charges.
* For samples submitted for inspection but the liability is not Qotana, the customer shall bear the corresponding freight.
* The applicant can only send the damaged products after Qotana confirms that they are covered by warranty, repair scope and issues RMA number.

**If you have any related photos or videos, please attach them here.**

|  |
| --- |
|  |

After receiving RMA form Qotana QA will respond below

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qotana QA decision** | **Repair** | **Replace** | **Return** | **Reject RMA** |
| □ | □ | □ | □ |
| **RMA No.:**  |  |
| **Decision Comments** |  |
| **QA People signature** |  | **Date** |  |