

**Return Material Authorisation
CCII/QUALITY/83/009**



RMA	
------------	--

Real-Time House, Greenford Office Estate, Punters Way, Kenilworth 7708, Cape Town, South Africa
P.O. Box 171, Rondebosch, 7701

Telephone : (+27) (0)21 683 5490
Facsimile : (+27) (0)21 683 5435
Email : support@ccii.co.za
URL : http://www.ccii.co.za/

>>> Customer must complete the following information and fax to CCII Systems on the above facsimile number or email scanned copy.
Items that have not been issued with an RMA number and authorised by CCII Systems prior to their return will not be accepted.

Customer Details

Company Name		Date	
Contact Name		Telephone No.	
Company Address		Facsimile No.	
		Email Address	
		Original Order No.	
		Invoice No.	
		Invoice Date	

Equipment Details

Product Name		Period of Operation Years/-Months	
Part No.		Serial No.	

Fault Description

<u>Fault</u>			
<u>Required Rework</u>			
RMA Requested by Customer Eng			
RMA Requested by Customer QA			
RMA Authorised by CCII Systems QA			
RMA Authorised by CCII Systems MD			
	Name	Signature	Date

Please note that a handling fee per item will be charged in the following instances :

- Goods returned outside the warranty period
- Goods returned which are found to be faulty as a result of the customer's handling
- Goods returned which are found not to be faulty

Items may be returned under an approved RMA for repair or replacement at CCII Systems's discretion and not for credit.

Signature of this form denotes understanding of these terms and unconditional acceptance thereof.