



# RMA Form

RMA# (Assigned by Robustel):

| From:              | Customer Information |
|--------------------|----------------------|
| Company Name       | <input type="text"/> |
| Bill-to address    | <input type="text"/> |
| City and Post Code | <input type="text"/> |
| Country            | <input type="text"/> |
| Contact            | <input type="text"/> |
| Phone              | <input type="text"/> |
| Email              | <input type="text"/> |

| Return To:         | Customer Shipping Details   |
|--------------------|---|
| Company Name       | <input type="text"/>  |
| Address            | <input type="text"/>  |
| City and Post Code | <input type="text"/>  |
| Country            | <input type="text"/>  |
| Contact            | <input type="text"/>  |
| Phone              | <input type="text"/>  |
| Email              | <input type="text"/>  |
| Invoice for Return | <i>*Please indicate what price and description shall we write on the Invoice for customs clearance purpose.</i> |

|   | Robustel part #:     | S/N                  | IMEI                 | Date sold            | Detailed Failure Description<br>* Product Worked Before Failure YES/NO * |
|---|----------------------|----------------------|----------------------|----------------------|--|
| 1 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   |
| 2 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   |
| 3 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   |
| 4 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   |
| 5 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   |
| 6 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   |
| 7 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   |

**Note:**

1. All fields are required.
2. Please fill out the form and email back to our Customer Support at support@robustel.com. Make sure that you include a printout of the RMA Form with your item when you ship it to us.
3. Please write the RMA number on the outside of the shipping box. If sending us the RMA unit without RMA number, Robustel will not be responsible for any of the delay of the procedures.
4. Regarding your shipper's invoice, please make sure to submit to Robustel for approval, then we will update the returning address to you.
5. Please update the tracking number to Robustel after shipment.