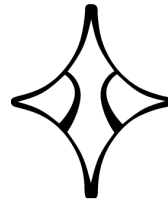


RMA Form



Paradigm

Date:

Customer Name & Address: Tel: Fax: Contact person: Email:
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Return Shipping information:

- Paradigm to ship to address shown on left using our courier
- Ship using customer courier (details below)
Courier _____
Account No _____

Customer Reference number:

RMA Reference number:

Make and Product Description	
Serial Number	
Fault Description	
Is fault intermittent? (Y/N)	
Is fault immediately apparent? (Y/N)	
Test carried out and details	
Accessories (qty/ description / S/N)	
Has unit been returned to repair centre previously (if so date/details)	

<u>Any comment:</u>	<u>Please complete this form and dispatch to:</u> Paradigm, Repair Centre Technology House Station Road Alton, Hampshire GU34 2PZ support@paracomm.co.uk Tel : +44 (0) 1420 88199 Fax : +44 (0) 1420 88842
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Notes:

On submission of this form you will be issued with an RMA number and shipping instructions on how to return the faulty goods. Items for repair should not be shipped to Paradigm without first receiving an RMA number from Support.

Please ship goods in the original packaging or ensure they are carefully packed to avoid damage in transit - failure to do so may void any warranties or cause further damage to your product. Note that we reserve the right to charge a fee and shipping costs for 'no fault found'. Goods should be shipped to the above address on a 'door to door' basis, any freight costs subsequently incurred because of incorrect shipping will be charged back to the customer. Please ensure that you enclose a copy of this form with the units being shipped to our repair centre.

Customers should note that if charges are applicable for your repair, that Paradigm cannot give credit terms on any repair items. This is applicable to all customers, and means goods cannot be returned to customers until the invoice relating to the repair has been paid.