



## RMA Request Form

Request Date: .... /.... /.....

Customer Name:
Product Name:
Product Item Number:
Product Serial Number:
Product Manufacturer: <input type="checkbox"/> AVAYA <input type="checkbox"/> Alcatel Lucent <input type="checkbox"/> Audio Codes <input type="checkbox"/> Jabra <input type="checkbox"/> ADTRAN <input type="checkbox"/> LIFESIZE <input type="checkbox"/> Others
Fault Description:
Ship to Address
Street:
Town:
State:
Postcode:

**Please DO NOT return this product until you receive an RMA Number.**

### Returns

**Please enclose this document with your return. Failure to do so may result in your return not being processed. Please make sure that you have fully checked your item before it is returned. Postage will not be refunded for items that work when they are returned.**

The Customer is required to inspect all goods upon receipt and to notify Key Telecom P/L of any defects or complaints within 14 days of receiving goods.

It is the responsibility of the customer to ensure a safe return of faulty or incorrect goods to Key Telecom.

All goods returned must clearly state customers name, order no, telephone number, fault details and proof of purchasing. These goods must be in Key Telecom original packaging and condition, with original insertions, features and all parts. Failure to do so will result in the refund being invalidated.