

Return Material Authorisation



Please follow this Returns Procedure:

- 1/ **Customer completes this RMA**
Authorises level of repair (with a purchase order no):
Minor Repair: Up to 30% of list price or £85 (whichever is greater)
Major Repair: 30% - 70% of list price
- 2/ **Customer returns completed RMA prior to despatch of product**
Without completed RMA, product will not be unpacked.
Contaminated product will not be accepted.
- 3/ **Motor Technology issues RMA (Job) No.**
- 4/ **Customer to return product(s) and identify same & any documentation with RMA (Job) No.**
- 5/ **Motor Technology inspects product**
If repair charge is greater than authorised level customer authorises repair/scrap within 20 working days, after which product is returned at Customer's expense.
- 6/ **Motor Technology charges a minimum £85 inspection fee if product not repaired.**

Customer to complete

Company Name	
Address	
Product(s)	
Serial no(s)	
Reason for return	
Has product been contaminated with hazardous material	Yes / No If 'Yes' details of contamination:
Has product been cleaned	Yes / No If 'Yes' attach certificates.
Warranty claim	Yes / No
Authorisation	Minor Repair / Major Repair
Purchase Order No.	
Signed (I accept RMA – procedure)	
Print Name	
Date	

Motor Technology use only

RMA (Job) No.	
Date	
Authorised	

REGISTERED IN ENGLAND No. 1895277

ISO 9001:2008 REGISTERED COMPANY NO. A14013

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