# RMA REQUEST FORM

| **DATE OF SUBMISSION:** | |
|---|---|

| **CUSTOMER** | | | |
|---|---|---|---|
| Company name: | | | |
| Address: | | | |
| Phone number: | | E-mail: | |

| **DELIVERY ADDRESS** | | | | | |
|---|---|---|---|---|---|
| Street: | | Zip: | | City: | |
| Phone number: | | E-mail: | | | |

| **DEVICE** | | | |
|---|---|---|---|
| Product code: | | Product name: | |
| Serial number: | | Invoice number: | |
| Purchase date: | | Previous repairs: | Choose one of the following: |

| **PLEASE PROVIDE A DETAILED DESCRIPTION OF THE ISSUE** |
|---|
| |

| **THIS PART IS FILLED OUT BY THE MANUFACTURER** | | | |
|---|---|---|---|
| Date of receipt: | | Date of repair completion: | |
| Approved return type: | Choose one of the following: | | |
| Reasoning: | | | |
| Performed repair: | | | |

**PLEASE SEND THIS FORM TO RMA@SRS-GROUP.COM**

SRS Group s.r.o.
Pri majeri 4, 831 07 Bratislava
www.srs-group.com
OFFICE: +421 232 661 800, sales@srs-group.com
RMA: +421 948 367 262, rma@srs-group.com

# HOW TO FILE AN RMA REQUEST

## Warranty repair

Warranty period starts from the date of purchase indicated on the invoice. When filing a complaint, it is necessary to fill out the RMA request form. Please pay extra attention to **describing the issue**, as the processing of your request will depend on this information.

You can find the following information on the device label:




Please proceed as follows:

- Take photos of the device before shipping it off (preferably from each side).
- Send the filled out RMA Request Form and photos to rma@srs-group.com.
- Please **pack the device sufficiently** and send it to the address below, along with a printed RMA Request Form.
- The 3-day warranty repair period begins on the day the shipment is picked up.
- You can inquire about the progress of the warranty repair at rma@srs-group.com.
- Shipping costs back to the customer within SR are covered by SRS Group (applicable in case of recognition of the warranty claim).

## Non-warranty repair

Please proceed as follows:

- Take photos of the device before shipping it off (preferably from each side).
- Send the filled out RMA Request Form and photos to rma@srs-group.com.
- Please **pack the device sufficiently** and send it to the address below, along with a printed RMA Request Form and a copy of the invoice/order confirmation.
- You can inquire about the progress of the warranty repair at rma@srs-group.com.
- Shipping costs back to the customer will be charged in addition to the price of after-warranty repair.

**Shipping address:**

SRS Group s.r.o.
Pri Majeri 4
83107 Bratislava
Slovakia