

RMA Request No:	
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<i>Customer Details:</i>			
Company Name:		Date of Request:	
Contact Name:		Email:	
Invoice / PO No:		Customer Ref No:	

<i>Return Material Details</i>			
Reason for Return: (Please Select)		Evaluation	Warranty Repair
Customer Part No:		AVID Part No:	
Serial No:		Qty Affected:	
Description of Request or Problem: <small>Please provide detailed comments related to your return so we can complete your request. Missing information can delay processing of your RMA</small>			

- 1) Complete the RMA form providing a detailed fault report for each item, using extra sheets if necessary. AVID must be able to replicate the fault. Incomplete or inaccurate fault reports may result in items being rejected.
- 2) Please email the completed RMA form to the AVID quality department: - qualityteam@avidgr.com
- 3) RMA numbers will be allocated by AVID and sent to you by email. Incomplete forms or inaccurate information can cause delays.
- 4) Ensure items are packaged to avoid any possible transit damage. Enclose a copy of the RMA form & mark all boxes clearly with RMA number & return the Product to Avid to below address:

 F.A.O Quality Dept
 Avid Technology
 Unit 3D
 Admiral Business Park
 Nelson Way
 Cramlington, Northumberland
 NE23 1WG
- 5) Unauthorised and incorrect items returned will be rejected as will items found to be physically damaged or faulty due to misuse or mishandling. AVID will not accept responsibility for these.

IMPORTANT Before we can issue an RMA number please enter your name to confirm you have read, understand and agree to be bound by our returns policy and collection conditions above.	
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COLLECTION OF FAULTY ITEMS BY AVID

AVID will only collect items that have failed within 30 days of their invoice date.