

Returned Merchandise Authorisation Request

Contact Name *	
Organisation *	
Invoice Address *	
Delivery Address*	
Telephone No. *	
E-Mail Address *	
Faulty Item *	
P/O #	
Serial No *	
Part No. *	
Reason for Return / Description of Fault *	
Item in warranty :	Yes <input type="checkbox"/> No <input type="checkbox"/>

Terms and conditions of return

TagMaster received product is checked to determine if warranty is valid. If under warranty we will proceed with repair and dispatch back to your delivery address above. The customer is responsible for the carriage charges involved in returning the item for repair. For Non-UK Customers please ensure that your Commercial Invoice states "Return for Repair" otherwise any VAT or Duties incurred by TagMaster UK Ltd will be recharged.

Tagmaster UK offers a Flat Rate Repair Service for out of warranty returns, this guarantees the price and eliminates the need to get estimates and avoids long approval processes.

Flat Rate Pricing. (All charges exclude Freight & VAT) Customer will be advised of their freight costs and charged accordingly.

Product	Fixed Charge	All returns to :
1. Black Cat Compact or Rack	£495, £595	TagMaster UK Ltd. Unit 4 Caxton Place Caxton Way Stevenage SG1 2UG, UK +44 1438 347 55 Repairs.uk@ tagmaster.com www.uk.tagmaster.com
2. Black Cat Radar	£425	
3. CS40	£475	
4. CS50	£695	
5. Tower/Rackmount PC	£495 / £995	
6. Core	£395	

For any questions and the submission of the signed request form email or phone the following :
support.uk@tagmaster.com, repairs.uk@tagmaster.com or call + 44 1438 347 555

Any items returned to Tagmaster UK in unsuitable packaging, or that have been damaged in transit will not be accepted. For any repairs that no fault is found and the goods are working to spec, a diagnostic/admin fee of £175 will be applied. When an item is returned under warranty, but has been misused and/or installed outside of the specified manner, the warranty is no longer valid, and out of warranty Fixed rates will then apply. TagMaster UK will only accept returns of complete Saleable products and not individual components or parts thereof. If goods show signs of tampering with internal components the warranty will be nullified, and fixed charges applied.

A Purchase Order must be sent to TagMaster UK for all applicable out of warranty charges, goods may be held if not received.

The customer is responsible for the back up of any customer data that may be applicable on the device before returning. Any Data that can be recovered will be left on the unit after repair. Any Configuration data will be left on unit if possible.

Signature is acceptance of the charges above , this charge should be included in the P/O raised.

Authorised Signature	
Name (printed)	
Position Held	
Date:	

RMA # completed by TagMaster UK Ltd:

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