



RMA REQUEST

Customer Name:

Customer Address:

Email:

Contact:

REASON FOR RETURN

FF - Defective (Warranty Claim)
DT - Damaged in transit
SS - Excess Stock (Credit Required)

RP - Repair / Inspect & Return
IO - Wrong Product Ordered
IS - Wrong Product Received

Product Code	Description	Qty	Invoice #	Details of Return

Aquilar Use Only	
RMA Number:	
Date Issued:	

RMA Terms & Conditions

RMAs are processed only when the RMA request form is correctly and completely filled.
Each RMA must be authorised by Aquilar Ltd before the item is returned. After approval, a unique RMA number will be issued.
Please include the completed RMA request form when returning any items.
Items received with no authorised RMA number will not be processed and / or credited. Items will be held for 30 days then disposed of.
Items must be returned within 10 working days after authorisation. A new RMA request will be required after this period.
The customer bears the cost of sending the defective / unwanted items to Aquilar Ltd and Aquilar Ltd bears the cost of shipping replacement items to the customer.
Any items received that have sustained physical damage will not be accepted.
If a product fails under the terms of its warranty, Aquilar Ltd inspect the product and at its option, repair or replace the product.
Aquilar Ltd aims to resolve authorised RMA requests within 5 working days of receipt of the items.
Excess stock or unwanted items must be returned in original condition for credit (subject to a 20% handling charge)
Standard Aquilar Ltd warranty period is 12 months from date of invoice unless otherwise stated.

Email Form