|  |  |  |  |
| --- | --- | --- | --- |
| **Date** |  | **RMA#** |  |

***Customer Information***

|  |  |
| --- | --- |
| Company |  |
| Contact |  |
| Phone, e-mail |  |
| Address |  |
| Customer Reference |  |

***Product Information***

|  |  |
| --- | --- |
| Part Number |  |
| Customer Part Number |  |
| Serial Numbers and/or Device Marking |  |
| Lot Numbers and/or Date Code |  |
| Quantity Affected and Tested |  |
| PO Number/s |  |
| Invoice Number/s |  |
| Product Receipt Date |  |
| Instructions for packaging/returning products |  |

***Claim Description***

|  |  |
| --- | --- |
| Problem Statement. Initial symptom of failure |  |
| Attached documents |  |
| Where did the Parts fail at? i.e. Field, Receiving, etc. |  |
| Environmental conditions parts were exposed to i.e. Temperature, cooling, ESD & EOS safeguards? |  |
| What did the parts fail for? i.e. Electrical Specification, Mechanical Specification, etc. |  |
| What have the parts seen before failing? Installation, testing, hours of operation etc. |  |
| What were the conditions under which this failure was observed, i.e. Power, current, voltage, modulation, illumination? Product application of the unit? |  |
| Returning for repair or replacement; non-warranty repair request (request for quote) |  |
| Comments |  |