

Ship address for faulty items:

Zebra Technologies CZ s.r.o.
Kolejni 1
612 00 Brno
Czech Republic

REPAIR RETURNS FORM

Email: emea.ccc@zebra.com

Tel: *Croatia* (0) 800 222 930, *Slovak Republic* (0) 800 005 020, *Czech Republic & Others* (+420) 533 336 123
Fax: *Croatia* (0) 800 222 929, *Slovak Republic* (0) 800 004 569, *Czech Republic & Others* (+420) 239 000 474

**RETURN ADDRESS DETAILS (RMA will not be actioned if units are not received within 30 days of job creation date)**

COMPANY NAME		RETURN ADDRESS	
CONTACT NAME		TELEPHONE NUMBER	SAP NO. (IF KNOWN)
EMAIL ADDRESS		FAX NO.	SITE NO. (IF KNOWN)

INVOICE ADDRESS DETAILS - if different from above (Units received will be returned to Customer if PO not received within 30 days from quotation date)

COMPANY NAME		INVOICE ADDRESS	
CONTACT NAME		TELEPHONE NUMBER	
EMAIL ADDRESS		FAX NO.	

Payment terms: ZEBRA Terms and Conditions, 30 days from date of invoice. By accepting this price quotation you accept our payment terms.
If you do not have credit facilities we require payment before repair commences.

FAULT DETAILS (Please complete as much as possible)

PRODUCT / MODEL NO.	SERIAL NO.	PROBLEM CODE	FAULT DESCRIPTION (ENGLISH)	YOUR REF	ENTITLEMENT				Completed by Support Centre		
					CONTRACT NO.	Warranty (tick)	T&M (tick)	Repeat Repair (tick)	RMA NO.	PRICE VAT EXCLUDED	Customs value (Non EU)

SPECIAL INSTRUCTIONS:**CONDITIONS:**

1. A PURCHASE ORDER OR A STAMPED AND SIGNED FORM MUST BE SENT TO US WITHIN 30 DAYS OF QUOTATIONS TO CONFIRM THAT CUSTOMER ACCEPTS THE COSTS AND TERMS UPON WHICH THE REPAIR WILL BE UNDERTAKEN.
2. DO NOT SEND CONSUMABLE ITEMS – BATTERIES, ANTENNA'S, CABLES, CASES, STYLUS PENS, SIM / MEMORY CARDS, MANUALS OR ORIGINAL PACKAGING, WE CANNOT GUARANTEE THEIR RETURN.
3. ZEBRA'S TERMS AND CONDITIONS AND SERVICE DESCRIPTION DOCUMENT APPLY TO THE REPAIR. THESE ARE AVAILABLE AT THE FOLLOWING LINK: [HTTP://WWW.ZEBRA.COM/RMA-EMEA](http://www.zebra.com/RMA-EMEA) - IF YOU CAN NOT ACCESS THIS SITE PLEASE CONTACT HELPDESK WHO WILL EMAIL OR FAX A COPY TO YOU.
4. BY SIGNING THIS FORM MEANS YOU HAVE READ AND AGREE TO THE TERMS AND CONDITIONS AS STATED ABOVE.

Authorised Signature: _____

Print Name / Company Stamp: _____

Zebra Technologies UK Limited, Jays Close, Viabes Industrial Estate, Basingstoke RG22 4PD, Great Britain

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