

1. Send this form completed to: serviceuk@helvar.com
2. Please use your goods-in address for receiving repaired/replaced products.
3. Wait to receive RMA number.
4. Make sure the **RMA number is visible outside the parcel** and copy of this form inside.
5. Please read about repair conditions and charges on the second page.

Contact name:		Email address:	
Company:			
Address:			
Postcode:		Country:	
		Date	

Product No	Serial No	Date of manufacture	Type of claim	Short description of failure:

Additional Comments:	
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RMA Number: (leave empty to be added by Helvar)	
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Important information about products returned for service**Protecting your data;**

As a part of a repair, it is likely that Helvar service will need to format any memory inside the product. Therefore, before sending your product Helvar, you are responsible for making a back-up copy of your product. Helvar Service will not be responsible for any damage to, or loss, of any data stored on your product.

Packaging of product;

Products returned must be packed securely and ESD safe. If product is returned with dis-regard of using the appropriate packaging, returned products will be voided of warranty status.

No Fault Found;

If a product is found not to have a fault or warranty has been voided, a charge will be made to cover the costs for administration and investigation - £50.00 exc. VAT

Refused Estimates & Beyond Economical Repair - 'Out of Warranty';

If you decide not to proceed with an estimated repair then the following charge will be applied:
Refused Estimate Administration Charge - £50.00 exc. VAT



Helvar Ltd
FAO: Emil Furmaniak
Hawley Mill, Hawley Road
Dartford DA2 7SY
United Kingdom

RMA No.

Company: