

# RMA Request Form

RMA No. OFFICE USE ONLY

Customer requesting the RMA: \_\_\_\_\_

Customer number: OFFICE USE ONLY

Ship to Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Street  
City, State  
Zip code  
Country

Bill to Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone no. \_\_\_\_\_

Contact \_\_\_\_\_

Fax no. \_\_\_\_\_

E-Mail \_\_\_\_\_

\*Place/Country of Operation: (Mandatory)

\*Federal Tax Number (Mandatory)

Yes No

Quarantine Required:

Who have you purchased the unit from: \_\_\_\_\_

Mitec Part number \_\_\_\_\_

Description of part: \_\_\_\_\_

Serial Number: \_\_\_\_\_

(Please fill in S/N sheet for more than 1 unit)

\*Original P.O #: \_\_\_\_\_  
(Mandatory if on warranty)

Reason for Return: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide your shipping instructions:

Transport Company: \_\_\_\_\_  
Account no. \_\_\_\_\_

Customer broker's

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_  
Country \_\_\_\_\_  
Telephone \_\_\_\_\_

Ship to:

Mitec Telecom inc.  
9000 Trans-Canada  
Pte-Claire (Qc) Canada  
H9R 5Z8

Notes:

1. No returned material will be accepted unless a Return Material Authorization (RMA) number is issued by Mitec.
2. It is mandatory to have all shipping boxes labelled with the Return Material Authorization (RMA) number.
3. Please be noted, any RMA's issued, will be cancelled with notification if not received in a three month time frame, from date issued.
4. Credit card (Visa or Mastercard) are accepted for payment.

Mitec use only:

Prime customer verified \_\_\_\_\_ ✓

Serial number verified \_\_\_\_\_ ✓

Original invoice number \_\_\_\_\_

or Original Job number \_\_\_\_\_

\_\_\_\_\_

