NFON RMA Handling Process and Form

RMA Handling Process

Please follow this process below to complete your RMA request:

1. Please contact NFON UK technical support on 020 3740 6740 (option 2) or send an email to uk-support@nfon.com to report a fault with a device indicating the Mac Address.

2. NFON Technical Support will confirm the warranty on the device.

3. If the device is under warranty and fault has been confirmed by NFON Technical Support you will be issued with an RMA Number which you must clearly mark on the protective outer packaging (NOT the product packaging). Failure to clearly mark the RMA Number will result in the package not being accepted. RMA numbers are valid for 10 working days. Please return the device within this timescale.

4. Goods must be returned complete with all original content (including all packaging, cables, manuals, CDs etc) and packed adequately to protect them in transit.

5. Return your item to the address shown below* ensuring the RMA reference number is the first line of the return address. If no fault is found, we reserve the right to charge a flat fee of £25/device.

6. Please include this completed RMA form within the package.

7. The customer should expect the return of a repaired unit within 20 working days.

8. Dead on Arrival (DoA) unit is replaced within 2 working days (subject to stock availability) from the receipt of the faulty unit.

*Please return your RMA device(s) to **Technical Support, NFON UK Ltd. 140 Wales Farm Road, London, W3 6UG**

Information for Completion: [Please include this form with your RMA return]

RMA Number: *(to be obtained from NFON UK Ltd)*	
Customer K-Number:	
Customer Name:	
Customer Address:	
Invoice Number:	
RMA Product(s):	
MAC Address(s):	
Serial Number(s):	
Accurate Fault Description:	
Return Address:	
Date:	
Signature:	