

RMA Form

Please, read the Note below before filling out the form!

Contact info

Name of Reseller:

Contact Name:
Email Address:
Phone: Company:
Address:
Postal/Zip Code:
City:
Province/State:
Country:

Date of Purchase:

Part Number:	
Part Name:	
Part Serial Number:	
Number of pieces:	
Invoice Number:	
Description of problem or reason	

*The description has to include the specific technical reason, date and the circumstances when and where the problem first has been detected.

RMA Number

(Provided by Sivers IMA only):

Always use this RMA number as reference when corresponding regarding this return.

Note

Due to tax regulations, any return needs to be handled by your point of purchase. If you have purchased your goods through any of Sivers IMA's channel sales partners, please ask them to handle the return for you!

Goods will not be accepted at Sivers IMA AB without a valid RMA number. Please, fill out and return to sales@siversima.com.

By choosing to request an RMA number from Sivers IMA, it is implied that the customer has agreed to the terms of the Sivers IMA RMA Policy.

Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period of one year from delivery date.

Non-Warranty Returns

If the customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Sivers IMA will advise the customer of the estimated cost of the repair. Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

Packaging

All electronic boards must be put in ESD-safe packing material, and if available use the original equipment packaging. Pro-forma invoice for customs purposes should include the following information: Equipment for repair to be returned to consignor.

Marking

Include a filled out RMA form with the RMA number in the box and mark the package with the RMA number and address to: Sivers IMA AB

Att: RMA

Torshamnsgatan 48

S-164 40 KISTA

Sweden

Transportation costs

Sivers IMA only cover return shipping costs for in-warranty goods of which the customer must ensure that the product is appropriately packaged. Shipping damages resulting from improper packaging will be the customer's responsibility. After repair, Sivers IMA will return the product standard freight prepaid for in-warranty items. Non-Warranty items will be invoiced for any parts, labor, and shipping charges. Products will not be accepted by Sivers IMA for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.