

DSL Product Fault Report Form

DSL RMA No:

Source RMA No:

Customer		Product	
Contact		Serial Number	
Telephone		Document / version	
Fax		Date of Return	

Please complete this form as fully as possible. Too much information is better than too little. **'Does not work'** or **'Faulty'** are insufficient descriptions and may well delay rather than expedite a resolution. Please also ensure the Serial Number box above is completed as this assists tracking

Once the completed form has been received and processed, you will be contacted and an **RMA number** will be allocated to your return.

Please ensure that this document accompanies the Delivery Note on the **outside** of the packaging when it is returned and that a **copy** is retained such that you can refer to it should it be necessary

The product **MUST** be returned in similar packaging to which it was supplied in (**static dissipative**) and all serial numbers must be intact, otherwise the warranty will be voided.

Please ensure all **cables, memory, & other relevant hardware/software** utilized by the product accompanies it so we have all the parts necessary to expedite diagnosis & repair.
You are also advised to get proof of delivery.

Should product be returned with **no fault found**, a charge of £95 will be levied.

FAULT DESCRIPTION / DOCUMENTATION ERRORS :-

(PLEASE INCLUDE SYSTEM CONFIGURATION & ANY METHODS YOU HAVE IMPLEMENTED TO ATTEMPT TO RECTIFY THE ISSUE)

PRODUCTS THAT ARRIVE AT DSL IN A NON ESD PROTECTING PACKAGE WILL LOSE WARRANTY

Signed:

Date:...../...../.....