# calonlogo2012_w_strapline.wmf RMA Request

Please follow this procedure before returning products to **CALON** for repair, service or replacement.

1. Complete and submit the form below.
2. Normally within 48 hours you will receive an email with the consignment RMA number and return address. Please DO NOT return any material until you have these details.
3. Fill in the RMA number issued by Calon on the package you wish to send.
4. Ship the device to the return address notified to you by Calon.
5. We will inspect your equipment upon arrival and if it is found to be defective, we will promptly repair, service or replace it as appropriate.

*Required Field \**

|  |  |
| --- | --- |
| Customer \* |  |
| Return Address for product \* |  |
| Contact person \* |  |
| *Phone \** |  |
| *E-mail \** |  |
| *Product Name*  |  |
| *Serial No \***(Serial No, Neuron ID, or MAC)* |  |
| *Batch No* |  |
| *Description of problem \** |  |
| *Site or application details / Additional Comments* |  |

Please submit your e-mail your completed RMA request form to:

E: support@caloncontrols.com F: +44 (0) 1925 320 414