Enatel Energy 66 Treffers Road Christchurch 8042 New Zealand
Tel +64 3 366 4550 Fax +64 3 366 0884 Email: returns.coordinator@enatel.net www.enatelenergy.com

Request for RMA Number

When completed, email this form to: returns.coordinator@enatel.net

Returns Coordinator will reply with an RMA No.

Customer: _____ Contact Person: _____

Address: _____ Email Address: _____

_____ Request Date: _____

_____

_____

_____

_____

_____

Phone: _____

Fax: _____

For Enatel Use:

RMA No.: _____ Freight:

Date: _____ Customer: ☐

Issued By: _____ Enatel: ☐

Servicing may not be possible on product deemed "Beyond Economical Repair" (BER), usually due to pcb track/pad damage or environmental corrosion.

Warranty BER product (assuming it has been operated under T&Cs of the Enatel Product Warranty) will be replaced or refunded.

Non-Warranty BER product (out-of-warranty or rejected-warranty) there is an option of returning to you at your cost for freight.

Please indicate if you would like Non-Warranty BER units returned: ***Return Non-Warranty BER Units?*** ☐

Enatel Model No.	Description	Serial No.	Reason for return/ Fault description	Refer To Note 1.	Under Warranty:
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Notes:
1. Check this box if product being returned is not under warranty and you wish for an estimate of cost to repair prior to proceeding.
2. Please provide a fault description to enable our service team to confirm failure mode.
3. All fields must be completed.
4. All freight charges for shipping to Enatel must be pre-paid by sender unless approved by Enatel and indicated on this form.
5. All defective items should be returned with original packing or equivalent suitable freight protection.
6. Clearly indicate the RMA No. on the shipping label or on the boxes being returned.
7. All items to be returned to: Enatel Ltd, 66 Treffers Road, Christchurch 8042, New Zealand.
8. All shipping documents & pro-forma invoices must show the RMA No., that the goods are of New Zealand Origin and are being returned for repair.
9. If the RMA is issued by Enatel but the return has not been received within 6 months, the customer will be advised the RMA is to be cancelled.