

Returned Merchandise Authorisation Request



All boxes marked with * must be completed. Failure to do so may result in delays.

Contact Name *			
Organisation *			
Address *			
Telephone No. *			
E-Mail Address *			
Faulty Item *			
Invoice No.	Serial No *	Part No. *	Licence/Dongle ID #
Reason for Return / Description of Fault *			

Terms And Conditions Of Return

CitySync received product is checked to determine if warranty is valid. If under warranty we will proceed with repair and dispatch back to your preferred address above.

The customer is responsible for the carriage charges involved in returning the item for repair

CitySync offers a Flat Rate Repair Service for out of warranty returns, this guarantees the price and eliminates the need to get estimates and avoids long approval processes.

Flat Rate Pricing. (Excl Freight & VAT) Customer will be advised of their freight costs and charged accordingly.

Product/Category/ Family	Product Part# ,name	Fixed Charge
1. Analogue/Composite Camera	Cub, Atria, Sn-100 , PN-100	£495.00
2. IP Camera	CS30	£295.00
3. Intelligent Camera	AludraHD, Ex-110, EX-112	£1,285.00
4. Intelligent Camera	CS50	£695.00
5. Tower PC	JPC-TOW	£495.00
6. Rack mount PC	Blackbird Variants	£995.00

Item in warranty Yes

No

All charges exclude freight and VAT

For any questions and the submission of the signed request form email repairs@citysync.co.uk or call +44 1438 347555

Any items returned to CitySync Ltd in unsuitable packaging, or that have been damaged in transit will not be accepted, any charges associated with unsuitable packaging will be charged to the customer.

For any repairs that no fault is found and the goods are working to spec, a diagnostic/admin fee of £175 will be applied.

When an item is returned under warranty, but has been misused and/or installed outside of the specified manner, the warranty is no longer valid, and out of warranty Fixed rates will then apply.

The goods have to be returned within 15 business days of the RMA number being issued.

CitySync will only accept returns of complete products and not individual components or parts thereof.

If goods show signs of tampering with internal components the warranty will be nullified, and fixed charges applied.

A Purchase Order must be sent to Citysync for all applicable out of warranty charges, goods may be held if not recieved.

Repairs will be returned to the address at the top of this form .

The customer is responsible for the back up of any customer data that may be applicable on the device before returning.

Failure to do so may result in loss of data, and customer system malfunction on return.

If signed then it is acceptance of the charges above , and this charge should be included in the P/O raised.

Authorised Signature	
Name (printed)	
Position Held	
Date:	

RMA Number

PLEASE EMAIL COMPLETED FORM TO: repairs@CitySync.co.uk