

RMA number: (contact Seriline to get this)

Return of Material Authorization (RMA)

Follow the instructions below so we can handle your RMA quickly and smoothly.

If you have several return issues, fill out one form per article.

1. Contact Seriline to get an RMA number.
2. Fill out the form and print it in 2 copies. In the same RMA a maximum of 3 products can be specified, but these must be of same model and issue.
3. Place the product to be returned well packed in a box along with a copy of the form.
4. Send the package as a traceable package to:
Seriline AB, Gustavslundsvägen 42, 167 51 Bromma I SWEDEN
5. Email the tracking number to info@seriline.com with the topic "RMA XXXX".

All fields must be completed in order to obtain an RMA

Customer information		
Company Name:		Date:
Delivery Address (for the return of a new product):		Order #/Invoice #:
City:	Zip:	Country:
Contact Name:	Email:	Phone #:

Fill in all fields, fields marked with * is mandatory. For RMA of our Cidron reader, you'll find all info on the supplied box.

Product information			
*Part number/Model:	Qty:	F/W:	Config:
S/N:	S/N:		S/N:
Defective from start: Yes <input type="checkbox"/> No <input type="checkbox"/>	Mounted: Indoors <input type="checkbox"/> Outdoors <input type="checkbox"/>		Connected to access control system:
Please describe any issues you are experiencing:			