

Return Merchandise Authorisation Request

Please fill out all mandatory form fields with red frame and marked *

Company name*

Full address*

Contact person*

E-mail address*

Phone*

BlueTraker Model*

VMS

LRIT

SSAS

Arctic version

Serial Number*

Accessories included*

Under Warranty*

Yes

No

Don't Know

(optional)

Date of purchase:

Detailed Failure Description*

Date of RMA request*

Signature:

HOW TO SUBMIT THE FORM?

Option 1: Download this document to your computer and **fill** out all mandatory fields with Adobe Acrobat Reader. When finished, **save** it under a different name and click red **SUBMIT FORM** button below.

Option 2: Print this form and fill it out by hand. When finished, **scan** it or make a **photo** of it and send the document to **support@bluetraker.com**. When in doubt, contact BlueTraker Support Team.

I have read and I accept the Terms of Service included below in this document

SUBMIT FORM

Return Merchandise Authorisation Policy (RMA) EMA d.o.o. Teharje 7b, 3000 Celje, Slovenia

All customers need to obtain an RMA number **before** shipping / returning product(s), no matter the Warranty period!

EMA will NOT take any responsibility for product(s) returned for repair without given RMA number(s). Shipments received by EMA without an RMA number will be refused/returned to the Customer on Customer's expense.

1. It is of utter importance for the RMA process to use the **correct and complete serial number of the product**. The serial number is also used for tracking and tracing purposes, and finally, the warranty period of the product. Incomplete or incorrect serial numbers generate unreliable tracking data.
2. If, by any chance, the serial number is not readable or is damaged, you will need to obtain a new serial number for the product. In this case, please contact support@bluetraker.com before requesting an RMA number.
3. Customers from non-EU member states are liable to prepare an **additional Pro-Forma invoice**. A sample Pro-Forma invoice, including all the necessary elements, is available on the RMA page under Support for download. Before returning products, a copy of the Pro-Forma invoice must be forwarded via e-mail at support@bluetraker.com
4. Customers must obtain an **RMA number for each product type separately**.

WARRANTY SERVICE:

5. EMA undertakes all costs defined in Warranty Conditions for the repair within the warranty period. The Customer shall organize the transport of such products from his location at their own expense. EMA reserves the right to determine the way of transportation back to the Customer, which goes on EMA's cost.

OUT OF WARRANTY SERVICE:

6. The Customer shall bear all costs for repairing the goods which are out of warranty. The Customer shall organize the transport of such products from his location at their own expense. When finishing the servicing, EMA will issue an invoice and inform the Customer about the finished repair via e-mail, which will be generated automatically. EMA reserves the right to determine the way of transportation back to the Customer, which goes on EMA's cost.
7. The Customer shall return the product with the complete accessory kit supplied initially (e.g., cables, power supplies) when possible.
8. All RMA items must be returned via trackable means (e.g., UPS, FedEx, DHL, TNT). Please make sure to retain the tracking information for your records. The Customer is responsible for the product until EMA receives it. EMA assumes liability for the returned product after the parcel is received.