Return Merchandise Authorization (RMA)

**Introduction**

Please fill in this form and email it to support@yanzinetworks.com. Before submitting an RMA, make sure you have read the troubleshooting section in the installation manual or online at [www.yanzinetworks.com](http://www.yanzinetworks.com).

**Terms and Conditions**

Defective product can be sent to Yanzi for repair/replacement. An RMA number must be obtained from Yanzi support and clearly marked on the outside of the packaging before sending a unit in for repair. All products must have fault description and a copy of the invoice attached. Average RMA turnaround time is 10-20 working days but may depend on availability of spare parts or replacement units on stock. If unit is found to be under warranty and fault falls under RMA rules, Yanzi is liable for RMA transportation costs. Yanzi reserves the right to invoice a technician fee and shipping costs for products sent in for RMA with no trouble found.

|  |  |
| --- | --- |
| Name |  |
| RMA NUMBER  Filled by Yanzi support | \_ \_ + \_ \_ \_ \_ |
| Customer company name |  |
| Date |  |
| RECEIVER OF REPLACEMENTS |  |
| Name |  |
| Phone |  |
| Email Address |  |
| Address |  |

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| --- |
|  |
| Product Name | DID # Last 6 digits ok Format: EUI64-XXXXXXXXXXXX | Fault Description | Quantity |
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