

Gen-X IT Limited RMA Request Form

Products must not be returned without a valid Gen-x it Ltd RMA number. Please ensure all sections of this form are filled out and that it is signed below as this will assist in the efficient and timely processing of your RMA request. Once completed and signed, fax back this form to Gen-x it Ltd, RETURNS DEPARTMENT on fax number **+44 (0) 161 274 1445**.

RMA Number
Office Use Only



Company & Contact Details

Registered Company Name	
Gen-x it Ltd Account Manager	
Contact Name	
Email Address	
Telephone Number	
Fax Number	

Product & Purchase Details

Product Part Number or Code	
Quantity to be Returned	*Please provide serial numbers in the space provided below
Your Purchase Order Number	
Date of Purchase	
Gen-x IT Ltd Invoice Number	
Product Serial Numbers*	

Reason for Return - Please provide as much detail as possible about the reason for this return including a description of any faults

RETURNS PROCESS: Gen-x it Ltd will issue an RMA number at it's own discretion. Should an RMA number be issued, Gen-x it Ltd reserves the right at it's own discretion as per Gen-x it Ltd's Terms & Conditions (see www.gen-xit.co.uk), to offer to repair the goods, offer a credit for the goods or supply a replacement of the Goods. Any 'advance replacements' will be invoiced and if the product is not returned within 10 working days, this invoice will be due for payment. Please ensure all products are returned in their original packaging (including inner and outer boxes) along with any cables, manuals and other items. Please do not mark or write on the original packaging. Products must be returned to Gen-x it Ltd within 10 working days of the RMA number being issued. Products received without a valid Gen-x it Ltd RMA number or outside of 10 working days or products not in their original packaging or products returned with marked packaging will be refused. Please enclose a copy of this RMA form with the products and clearly mark the RMA number on the address label and send the products back to:

Gen-x it Ltd, RETURNS DEPARTMENT, Sol House, 24 Dark Lane, Ardwick Green, Manchester, M12 6FA, UK

An authorised signatory must sign below to confirm your Company's understanding of the Gen-x it Ltd RETURNS PROCESS & fax this form to Gen-x it Ltd, RETURNS DEPARTMENT on fax number +44 (0) 161 274 1445. Should any assistance be required with this form or the returns process please contact your account manager or Gen-x it Ltd Returns on telephone number +44 (0) 161 274 1444.

Your Name (please print): _____	Your Signature: _____
Position in Company: _____	Date Completed: _____

Office Use Only

JP: _____	Tech: _____	KS: _____	Accs: _____	AG: _____
Please Initial & Date				