



## RETURN MATERIAL AUTHORISATION

### Instructions to return item/s for repair or replacement under warranty

1. Complete this form and send to [support@pro-stringer.com](mailto:support@pro-stringer.com) including a detailed description of the problem including images and/or video (for machine malfunction).
2. Pro Stringer will confirm your application and either send new parts directly to customer or request the below actions
3. All returns must include the following:  
The completed RMA form, the item in original packaging (if available). If the original packaging is no longer available, the item must be packed appropriately.
4. Clearly mark the package "Return" and **include printed RMA form inside the package.**
5. At the customers cost, ship the item to our repair service center.
6. Upon receipt of product, the item will be inspected by our engineering team to ensure it is in good condition and that the fault can be repaired or replaced.
7. Depending upon the issue, the item will be repaired or replaced and promptly returned to the customer at Pro Stringers cost.

### Customer Information

Customer Name:

Customer Return Address:

Contact Phone Number:

Purchased from:

Purchase Date:

Serial Number:

Product/s:

Description of issue/s to be resolved:

Example:

- Purchased machine new from Reseller Alex Ikeda 21st January 2016.
- When pressing the blue tension button the machine will not tension.
- Suspect faulty tension button or associated wiring

**Customer Signature:** \_\_\_\_\_ **Return Approval:** \_\_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_