



# RMA Request Form

(Please fill all the fields of the form)

Date :

*Return address and contact information*

## Cyanview SA

rue Arthur Delaby 5-LME Office 11  
7100 La Louvière  
Belgium

Phone : +32 64 709 133

Email : support@cyanview.com

Company :

Contact Name :

Street / N° :

City / ZIP :

State :

Country :

Phone :

Email :

## Device information

Device type :

Serial number :

## Troubleshooting operated (please provide as much information as possible)

Software version of the device :

Software version of the associated gateway :

I have applied the recommended troubleshooting procedures

## Failure description (please provide as much information as possible)

*Please read carefully the return information*

## Extracts of our Warranty and Return Policy relative to RMA

"Cyanview Products are guaranteed against manufacturer's defects for one (1) year from the original date of delivery from Cyanview. Cyanview's sole obligation in the event of such defects during this period is to repair or replace the defective part or Cyanview Products with a comparable part or Cyanview Product at Cyanview's sole discretion; ..."

"Product is without warranty, condition or other liability even though the defect or loss is caused by negligence or other fault. Damage resulting from use, accident, or normal wear and tear is not covered by this or any warranty. "

"A return authorization (RMA) number must be obtained from Cyanview before the return of the product. Any Cyanview Product(s) sent without a RMA number will be returned to the sender and a 10% repackaging/restocking fee may be assessed. Any return must be received by Cyanview within 14 days of after the receipt of the RMA number. "

"If a return authorization is issued for Cyanview Product and if the received product does not exhibit the defect as indicated on the authorization, the return authorization will be rejected"