



Return merchandise authorization (RMA) form

RMA number: _____ (The RMA number is assigned by Red Pitaya) Date: ___/___/20___

I. Customer data

Customer ID: _____	Address Street: _____
Contact person: _____	City: _____
Company name: _____	Zip Code: _____
	Country: _____
	Phone: _____
	Email: _____

II. Product

Board MAC address: _____ (On the Ethernet Connector)
Board Version: V1.1 V1.0

III. Defect Description

- Damaged during shipment (visible damage after receiving product)
- Not working at all
- Partial damage or inconsistent operation on:
 - Fast analog outputs Fast analog inputs Digital I/O SD card slot Connectors
- LED states: **P** Led (Green) OFF ON || **D** Led (Blue) OFF ON
- 8** Led (Yellow) OFF ON(Dim) || **0** Led (Yellow) OFF Blinking
- Missing jumpers on fast analog inputs
- Connection issues WIFI dongle issues
- Complete details / additional description:**

IV. Requested Action

Testing and Verification Replacement / New product Other: _____

For Red Pitaya d.d use only,	
Item received on : ___/___/20___	Red Pitaya contact: _____
Comments: _____ _____ _____	APPROVED & next steps: <input type="checkbox"/> Warranty <input type="checkbox"/> Replacement <input type="checkbox"/> Rejected replacement <input type="checkbox"/> Return delivery date ___/___/20___ <input type="checkbox"/> Concluded

RMA process:
 Step 1): Request a RMA number from service@redpitaya.com
 Step 2): Enter RMA number and **ALL necessary data** in this form
 Step 3): Send the completed RMA form by mail to service@redpitaya.com please indicate in the e-Mail subject: RMA # number and add a copy of this RMA form to the shipped devices. Please note that return requests will be processed on the receipt of a completed RMA form only. Defect items being under warranty will be repaired or replaced free of charge. For out of warranty items the repair or replacement will be invoiced accordingly. After receiving the defective items a confirmation by email gets send out. If requested by the customer, for item repair a quotation can be provided upfront. For this repair quotation a fee of 10% of the regular item price but not less than 30 € per item shall be charged to the customer. The total fee of this quotation will be deducted from the final invoice when a repair is finally ordered by the customer.

I agree the above mentioned terms and conditions of the RMA process

Customer signature (stamp) _____

Red Pitaya d.d signature _____