

## Return Material Authorisation (RMA) Form

Please complete this RMA form and email it to [support@mnt-sas.com](mailto:support@mnt-sas.com).

**Customer Information:**

|              | Bill To | Ship To |
|--------------|---------|---------|
| Company Name |         |         |
| Address      |         |         |
| City         |         |         |
| Postcode     |         |         |
| Country      |         |         |
| Contact Name |         |         |
| Phone        |         |         |
| Fax          |         |         |
| Email        |         |         |

**General Information:**

|                      |  |                       |  |
|----------------------|--|-----------------------|--|
| Your PO              |  | Payment Method        |  |
| M&T Original PO      |  | Date of Commissioning |  |
| M&T Proposal No.     |  | Warranty Claim?*      |  |
| Service Contract No. |  | Shipment Type         |  |

\* For warranty consideration, the product must be returned to M&T within 18 months of the date of original shipment or within 12 months of commissioning whichever occurs first.

**Product to be repaired:**

| Product | Serial No. | Description of problem or repair required |
|---------|------------|---|
|         |            |   |
|         |            |   |
|         |            |   |
|         |            |   |

**Please Note:** In every case (within warranty or not), the Purchaser must prepay any shipping charges, including insurance. No product returns will be accepted without an RMA number and will be returned at the customers expense.

## Return Material Authorisation (RMA) Form

Please use the following procedure to return equipment to M&T.

**Step 1:**

Complete this RMA form and email it to [support@mnt-sas.com](mailto:support@mnt-sas.com).

**Step 2:**

Fill the Decontamination Cleaning Statement (DCS), which can be downloaded from our website [www.mnt-sas.com](http://www.mnt-sas.com) (login required).

**Step 3:**

Pack the goods using their original packaging if possible, and mark the packaging with the RMA number you have been given by M&T. Attach one copy of the completed DCS to the outside of the packing, put one copy inside the package, and email another copy to [support@mnt-sas.com](mailto:support@mnt-sas.com) prior to shipping the goods.

**Step 4:**

Send the package to our UK office:

Metering & Technology, Denmark House, St. Thomas Place, Ely, Cambridgeshire, CB7 4EX, UK

**Declaration:**

By submitting the product described above to M&T for repair, Customer acknowledges and agrees that it shall pay the amount charged by M&T for the repairs immediately upon receipt of written notice (or pro-forma invoice) from M&T setting forth the date of completion of repairs and the total amount due. If the amount due remains unpaid ninety (90) days after delivery of such written notice to Customer, M&T shall have the right to retain the product or dispose of such product. M&T may retain the proceeds of any M&T product as payment for the costs associated with the repair and disposition of the product plus reasonable costs of storing the product ("Costs"). By submitting the product to M&T, Customer further agrees that it waives any obligation of M&T to take any actions, other than those actions set forth herein, prior to retaining or disposing of the product. Upon the written request of Customer, M&T will submit to the Customer any amount obtained from the disposition of the product in excess of the Costs.

|  |  |
|--|--|
| Authorisation (Signing this form confirms correct information has been supplied) |  |
| Name   |  |
| Date   |  |
| Signature  |  |