



Furlong House, Crowfield, Brackley, Northamptonshire NN13 5TW United Kingdom  
Telephone: +44 (0)1280 850521, Facsimile: +44 (0)1280 850568  
email: contact@dynoptic.com, web site: www.dynoptic.com

## Return Merchandise Authorisation

Customers wishing to report a fault or failure must complete all the highlighted (light blue) sections of this form and return it to DynOptic prior to action. One form must be completed for each faulty part.

Date Opened:

RMA No:

Date Closed

Engineer:

### Customer details

Company name:   
Contact person:   
Contact phone no:   
Contact email:

### Product details

DynOptic part no:   
Description of part:   
Serial no:

### Vessel details (if in marine use)

Vessel name:   
Lloyds register no:   
Sea trial date:

### Reported fault details

Is the fault permanent or intermittent?

If intermittent, please indicate the timescale or conditions under which we might expect to see the fault occur:

Please describe in as much detail as possible the nature of the fault and any symptoms observed, before, during and after the fault occurred (continue on separate sheet if required):

What environmental and/or operational factors may have contributed towards the failure:

Do you consider these goods to be under warranty (Y/N):

**Remote evaluation**

Requested customer to return goods (Y/N):

Customer agreed (in writing) to return goods (Y/N):

Advice given remotely (i.e. via phone or email, without physically examining the goods), including recommendations to customer on action and/or spare parts:

**Receipt details**

Received date:

Part no:

Description:

Serial No:

Software/firmware:

Other parts received:

**Evaluation/Repair details**

Evaluation date:

Fault found:

Repetitive fault reported to design department (Y/N):

Corrective action and recommendations:

Software/firmware upgrade to:

Parts used in work:

Time taken (hours):   
Parts booked out (Y/N):

Uneconomical to repair (Y/N):   
Warranty repair (Y/N):

**Chargeable costs**

No fault found fee:   
Fixed price circuit board repair fee:   
Labour charges:   
Parts cost:   
Total chargeable costs:   
  
Credit owed to customer:   
  
Copy Printed For Internal Use Only:   
  
DSL invoice/credit note no:

**Repatriation details**

Shipping method:   
Courier:   
Account no:   
Shipping date: