Schneider Electric IT Hong Kong Ltd

11th Floor, Kerry Centre,
683 King's Road, Quarry Bay
Hong Kong

Service Hotline: (852) 3580-7188
Service Email: Customercare.hk@se.com

RETURN MATERIAL AUTHORISATION

Please ensure that submit along with:

- Invoice & Delivery Note
- Related document about the symptom of affected products (photo, video, event log, etc)

Customer Details:

Company Name * _____ Contact Name * _____
Address * _____
Phone * +852 _____ Mobile +852 _____ Email: _____

Delivery address (if not same above)

Company Name * _____ Contact Name * _____
Address * _____
Phone * +852 _____ Mobile +852 _____ Email: _____

Product Information

Model Number: _____ Serial Number: _____ Purchase Date: _____
Fault Description: _____

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Fault Description: _____

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Fault Description: _____

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Fault Description: _____

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Fault Description: _____

Requester agreement

- Installation service is not included
- All external parts (i.e. Network Management Card, Rack Mount Kit) should be dismantled before collection.
- Internal battery should be unplugged before collection.
- I need to ensure the Defective units) is / are ready for collection within 2 weeks after delivery of new unit(s). Otherwise, product cost may be charged

☐ I Agree Date:

Submit

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