

ZyXEL RMA Formular

A copy of this form **MUST** be filled out, signed and included with all products sent in for RMA. Products sent in without a completed form will not be processed. Product and formular should be sent to:

ZyXEL Norway AS Nils Hansensvei 13 0667 OSLO Att.: ZyXEL RMA
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RMA number: _____ .
(A RMA number can be obtained by contacting ZyXEL support)

Product model: _____ Serial number: _____ .
(Product model and serial number can normally be found on the underside of the product)

Date of Purchase: _____ .
(Copy of invoice must be included)

Please verify that the following steps have been taken before a product is sent in for RMA.

The product has been updated with the latest firmware which can be downloaded from <ftp://ftp.zyxel.dk> and been reset to factory default. All instructions and troubleshoot guides found in the Quick start guide and user guide has been read and followed.

Error description: An error description must be filled out including as many details as possible. The product is only tested for errors or conditions described on this form.

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If the supporter has instructed to send in other items than the product they must be listed below

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Contact information:

Name:
Company name:
Address:

Phone number:

By signing this form I acknowledge to have read the RMA terms and conditions that can be found on www.zyxel.dk, www.zyxel.se, www.zyxel.no or www.zyxel.fi. I also acknowledge that all the steps described in this form have been followed. ZyXEL Communications A/S reserves the right to invoice a technician fee for any products sent in not containing the fault described in this form.

Date and Signature