

Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below.

Return the completed form to care@mobileland.eu. You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to MobileLand will be provided once the RMA is issued.

Complete RMA details are described on Page 2 of this form.

Name:	
(only fill-in if assigned) RMA Number:	
Phone:	Fax:
Email:	
(if customer) Invoice No:	
(if re-seller) Re-seller No:	

Return Shipping Address

Please provide specific shipping instructions for this order. If you do not provide shipping instructions, we will ship the order BEST WAY, prepaid, and add the shipping charges to your invoice.

Name:	
Street Address:	
City, State, Postal Code:	
Country:	
Shipping Carrier:	Collect Account Number:
Special Shipping Instructions:	

Product Information

<input type="checkbox"/> Warranty	<input type="checkbox"/> Non-warranty	<input type="checkbox"/> Unknown
Product Name and Type:		
Serial Number (if Applicable):	Date of Purchase:	
Reason for Return or Description of Problem:		

Product Returns for “Warranty” Determination

If you are returning a product bought at MobileLand after the 14-day return period, the product will be tested according to the description of the problem listed on Page 1 of this form. After MobileLand evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is the same as listed on Page 1 of the of the RMA request form, the product will be sent to its original manufacturer and consequently repaired under warranty at no charge (or simply replaced by a brand new merchandise of the same model and technical specification) and shipped, prepaid, back to the customer. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no identifiable problem we reserve the right to charge for testing and return delivery.

No Warranty Credits or Exchanges for:

- (1) Returned items that failed due to an accident, purchaser’s abuse, neglect or failure to use the item(s) properly and/or in accordance with instructions provided in the owner’s manual(s), if supplied.
- (2) Returned items that failed due to incorrect use or improper product care.
- (3) Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- (4) Any item damaged in shipment.
- (5) Any failure when the product has been damaged by contact with tools or aggressive surroundings.
- (6) Returned items that are incomplete or defaced.
- (7) Any consumable items such as replaceable batteries.
- (8) Returned items that were special ordered or custom configured.
- (9) Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier’s delivery record in accordance with the carrier’s policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

For any product returned to MobileLand for the reasons of warranty credit or exchange, that has been granted Out-of-Warranty status, a 20% restocking fee and round-trip shipping costs will be deducted from the credit refund. The restocking fee does not apply to products returned in NEW condition (see definitions above) for the reasons of purchase credit or exchange. All returned items must be in their original box or crating and must include all packing material, manuals, and accessories.

Please take care to package your return carefully. MobileLand is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of a product related to inappropriate packaging will result in additional charges for the repair of the product.

Product Returns for “Non-Warranty” Determination

After MobileLand evaluation, the customer shall be notified of the repair cost. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.

At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair and return freight, or authorize the product to be shipped back as is, at the customer’s expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being returned as is, at the customer’s expense. Repair work is warranted in accordance with the manufacturer’s terms, which MobileLand will communicate to the customer in detail along with shipping the repaired goods.

Please take care to package your return carefully. MobileLand is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure to properly use the product related to inappropriate packaging will result in additional charges for the repair of the product.

Signature: _____

By signing the RMA form, I agree to the terms and conditions set forth on this form.