



Identify Direct Ltd, The Old Stables, Blackdown Mill, Kenilworth Road, Leamington Spa,  
CV32 6QT  
Tel: 01926 563000

## REQUEST FOR RETURN MATERIALS AUTHORISATION

In the case of one or more faulty products follow these steps:

1. Determine whether they are under warranty (within 12 months of the manufacture date shown on the label.). **NB:** A charge may be applied for “No Fault Found” warranty returns.
2. Phone/email us for the costs of repair and raise a purchase order. Put PO no. in box below.
3. Phone/email us for an RMA number and enter in the box below. *Please include this RMA Number in the subject box of all email correspondance about this repair.*
4. Complete this form ensuring that the return address is legible.
5. Pack up the products securely, ensuring the RMA number is clearly marked on the outside of the package. Enclose a completed copy of this form inside the package and email your purchase order to *admin@identifydirect.com*
6. Dispatch to:

**Identify Direct, Service Dept.  
The Old Stables, Blackdown Mill  
Kenilworth Road  
Leamington Spa  
CV32 6QT**

### Company Name and Address (for return):

Tel:
Email:

Date:

Contact

P/O No.

RMA No.

(Allocated by Identify Direct)

### Product Details: (on label)

Part Number	Serial No:	Date of Manufacture:	X if Warranty

**Fault Report:** Report all relevant details -
