

Return Material Authorization

**Returns Policy:**

Products purchased through Mantracourt and under Warranty\* may be returned for repair/replacement by following these steps:

1. Contact Mantracourt Sales to obtain an RMA number.  
Email: sales@mantracourt.com
2. Or call +44 (0)1395 232020).
3. Fill out the Return Material Authorization Form in its entirety; place the RMA Form in the box with the item(s) being returned.
4. Return the authorized item(s) as per shipping instructions below.
5. Our Sales Department will process your request.

RMA Forms can be downloaded from our Website:  
[www.mantracourt.com/repair](http://www.mantracourt.com/repair)

Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

County/State: \_\_\_\_\_

Country: \_\_\_\_\_ Postcode/Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**RMA No:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_  
(obtained from Mantracourt)

\*In accordance with Clause 4 of Mantracourt Electronics Ltd Conditions of Sale.

Qty	Part No	Description	Reason for Return	Serial No.	Purchase Order No	Order Date

**Return Shipping Instructions:**

1. Be sure to obtain an RMA number and clearly mark the outside of the box(s) and any shipping documentation with this number.
2. Ship only the items that are authorized.
3. Ship returned items to:

**Mantracourt Electronics Ltd**  
The Drive  
Farringdon  
Exeter, Devon  
EX5 2JB, UK

Shipments received by Mantracourt without an RMA number may be refused.

**For Returns from Outside the EU:**

1. Please quote the following Inwards Processing Relief (IPR) number on all return declarations and commercial invoices for those items which are for repair only:  
**IP/092005018**
2. Use the following tariff code for all products:  
**9031 8038**
3. Items to be returned under IPR must be returned or scrapped within 6 months of their entry to the UK.

Sample address label with RMA number

Contact Company Name Address	RMA No: 123456
Mantracourt Electronics Ltd The Drive Farringdon Exeter Devon EX5 2JB United Kingdom	

Use this space for additional comments:

**Customer Signature:**

**Date:**

**Return Approval:**

**Date:**