

Xyratex U.K. Return Material Authorisation Form



Directions: Please complete sections A, B and C of this form and email it to ross_dixon@xyratex.com Tel : +44 (0) 2392496270) or fiona_moon@xyratex.com Tel : +44 (0) 2392496069)

Quantity of Parts:

RMA Issued Date

SECTION A - Customer Information

Contact Name	
Customer Name	
	Customer Return Address
Telephone	
Email	
Request Date	

Please address all returns to:
 Xyratex Field Spares Centre
 Area 1000/101
 Langstone Road
 Havant
 Hampshire
 PO9 1SA
 United Kingdom

Terms and Conditions: All returns for repair/replacement must have an RMA number assigned, and sections A, B & C fully completed. Please clearly indicate the RMA number on the return package, and enclose a copy of the completed RMA request within the shipment. Failure to do so may delay the dispatch of repair / replacement parts indefinitely. Xyratex assumes no responsibility for units sent without a prior RMA. Assigned RMA numbers are valid for **30 days** after issuance. Xyratex will not commence work on out of warranty units until a purchase order is received. All returns must be shipped back in original or approved packaging or warranty validation will be rejected.

Warning: In accordance with the IATA, UN3481 – Packing Instruction 967. Suspected damaged to/or visible damage to defective lithium batteries, means that it is a requirement and therefore **forbidden** to transport battery products by air. Please always ship these products by alternative means.

BY SUBMITTING THIS FORM I FULLY UNDERSTAND AND ACCEPT THE TERMS AND CONDITIONS HEREIN

SECTION B - Field Failure Information

Return Reason

IN Warranty Repair
 Out of Warranty Repair
 Upgrade
 Field Recall

Return Type

Field Failure
 Integration Failure (Fails at integrator facility)
 Dead on Arrival

Type of Failure Analysis Requested

FA1 - Failure Verification
 FA3 - Root Cause Analysis Requested

All Customer FA3 Requests are reviewed and subject for approval by Customer Quality Engineering.

If you are requesting an FA3 report, it is essential that you supply Xyratex with a detailed Fault description.

SECTION C - Item Information

Part Number	Item Serial Number	Item Description or Feature Code	Problem/Failure Description for defective part	Customer PO #
