

Identify Direct Ltd, Unit A 46 Whittlesford Road, Little Shelford, Cambridge, CB22 5EW  
 Tel: 01223 550790 Fax: 01223 550799

## REQUEST FOR RETURN MATERIALS AUTHORISATION

In the case of one or more faulty Microscan 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. If any are not under warranty obtain a purchase order number and enter in the box below.
3. Phone us for an RMA number and enter in the box below.
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 either email a copy to *admin@identifydirect.com* or send by fax to 01223 550799.

6. Dispatch to:

Alternative address: use ONLY for warranty repairs or if instructed

**Identify Direct, Service Dept.  
 Unit A, 46 Whittlesford Road  
 Little Shelford  
 Cambridge  
 CB22 5EW**

The Service Department  
 Microscan Systems Europe  
 Lemelerberg 17  
 2402 ZN Alphen aan den Rijn  
 Holland

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

Tel:
Fax:
Email:

**Date:**

**Contact**

**P/O No.**   
 or Service Contract no.

**RMA No.**

Quickturn Service requested (please tick if required, a surcharge is applied)   
(depends on availability of parts)

**Product Details:** (on label)

FIS No:	Serial No:	Date of Manufacture:	X if Warranty
FIS-			
FIS-			
FIS-			
FIS-			

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

*For a scanner: Specify reading range & set up including a sample Barcode (original if possible)  
 For a decoder: Specify the communications parameters (Baud Rate etc.) if different from default settings*
