

RMA No.

QIHAN Technology CO., LTD.



# Request for Return Material Authorization (RMA)

**Your RMA will only be processed if it meets the following criteria:**

1. Parts being returned must match original sales order.
2. Parts must be within warranty period. (Contact Customer Support Representative for warranty conditions)
3. Parts that fall within QIHAN operating specifications or are deemed defective due to customer misapplication will be returned as is, and could be subject to a evaluation fee.
4. Parts **must** be returned in adequate condition in proper packaging and shipping material (must adhere to ESD safety precautions, if applicable). Failure to do so will result in product returned to sender.
5. If you need immediate replacement, provide your CSR with a new PO. Please note, QIHAN reserves the right to return product which is deemed customer damaged or no fault found from the RMA.
6. Request for Failure Analysis (FAR) or Corrective Action (CAR) will be honored in accordance with QIHAN internal Quality guidelines.

**Instructions:**

Fill in all required data below. One form is required for each part number being returned. RMA numbers with return shipping instructions will be provided by email. **Data below with an asterisk ( \* ) is required to process the RMA request.**

**\*\*Any information including data, pictures, detail failure info, etc. will expedite the processing of your RMA.**

**Customer Input:**

**Product type:**

Analog camera  IP camera  DVR  MDVR  NVS  Accessories  Video Balun

*Company Name:				Date
*Customer Name/Position				
*Customer Contact Email: (Email of the customer contact that is requesting the RMA No)			*Contact Phone No:	
*Customer PO No:		*Customer Part No:		
QIHAN. Spec. Sales Order No:		Expected RMA Ship Date:		
*Technical Contact email:		*Technical Contact Phone No:		
<b>Failure Mode:</b>				
Visual <input type="checkbox"/>		Mechanical <input type="checkbox"/>		Electrical <input type="checkbox"/> Shipping Error <input type="checkbox"/>
Product disposition expectation:				
<input type="checkbox"/> Restock		<input type="checkbox"/> Charge Repair		<input type="checkbox"/> Credit <input type="checkbox"/> Repair/Replace

**\*Describe Failure mode and possible reasons for failure or complaint:**

Client Model No.	Identifier	Quantity	Series Number	Device Description	Defect Description	Invoice Number
<b>Quantity</b>		<b>Dimension</b>		<b>Weight</b>		

**For QIHAN Use Only**

SS # \_\_\_\_\_

Approval signature: \_\_\_\_\_

Date 日期: \_\_\_\_\_

RMA No.

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**QIHAN**

OUT OF WARRANTY UNIT(S)

LABOR:\$ \_\_\_\_\_ SHIPPING:\$ \_\_\_\_\_ Parts:\$ \_\_\_\_\_ TAX:\$ \_\_\_\_\_

TOTAL:\$ \_\_\_\_\_

SIGNATURE

METHOD OF PAYMENT:  T/T  Western Union

Bank Account: \_\_\_\_\_

Exp. Date \_\_\_\_\_ SIGNATURE \_\_\_\_\_

RMA#:	ISSUED DATE	ISSUED BY
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**R**ETURN INSTRUCTIONS:

- 1. FORM:** Completely fill out the Return Material Authorization (RMA) form. Incomplete RMA form will be refused.
- 2. FAX or Email:** Fax or Email the signed RMA form with a copy of a proforma invoice to 86-755-8982 2000 or QIHAN Customers Representative. An RMA number will be issued within 24hours.
- 3. PACK:** To avoid damages, please ship the product(s) with the original packaging materials. QIHAN will NOT be responsible for any damages or lost items.
- 4. SHIP:** Clearly print the RMA number on the outside of the shipping package and ship it to appointed delivery address. Please contact QIHAN Customers Representative for the exact address.  
We advised you to insure you shipping to cover for any damages during shipping!
- 5. Out Of Warranty Unit:** Please indicate payment method and sign the RMA form.  
CHECK: Please mail the above form to our address, attention to RMA Dept, and write the RMA# on the envelop as a reference number.
- 6. Fee.** The return freight will be paid by Qihan if customers report the performance failure of our cameras within one month receipt of goods. The return freight will be paid by customers if it is reported to us after one month receipt of goods from us. Qihan will bear the freight for the repaired or new spare parts back to customers.
- 7. Failure Analysis.** Customers are required to send us the picture clips taken from the defective equipment. QIHAN will try to solve the problem by analysis the problem and instructing customers for the usage of equipment.
- 8. Flexible way.** But for customers who are not convenient to send us back the defective cameras in advance. Customers need to pay extra money to get spare PCB Boards and LED Boards. We will deduct the pre-charge COST for the spares in the coming order after we get back the defective ones.

**Qihan Technology Co., LTD**

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