

ZyXEL Warranty RMA Form

Please make sure ZyXEL Technical Support is called. The issue may be resolved over a short phone call – possibly avoiding the Returns Materials Authorization procedure.

RMA#	
Contact Information	ZyXEL Customers Address
Phone Number:	
E-mail Address:	

Originally Purchase From:

Collection/Delivery Address For advance replacement service/DOA units	Return Address (if different from ZyXEL Customer address)
Contact Name:	Contact Name:
Contact Tel:	Contact Tel:
Address 1:	Address 1:
Address 2:	Address 2:
Town/City:	Town/City:
Post Code:	Post Code:
Signed:	
Date:	

Please Complete a copy of page 2 for every item that is faulty

Reason for Return information

Please complete a copy of this page in full for each item being returned

RMA Number:

Product Information

Model Number (this is found on the underside of the unit. It needs to be the full number e.g. Prestige 662HW-61)

Serial Number (this is found on the underside and begins with 'S').

Firmware Version (e.g. 3.40(FN.7))

Return Reason

Fault Description (descriptions such as "faulty" or "not working" are unacceptable).

Diagnostics/Analysis Performed

Repair action attempted (Firmware upgrade, Factory Reset etc etc).

Terms and Conditions

ZyXEL communications offer 2 years Return To Base warranty from the date of purchase. For a full list of Warrant details please refer to the Userguide on the supplied CD.

End User/Reseller Warranty RMA guide:

If you are an End User or Reseller after RMA service, please report to your initial point of sale or reseller.

ZyXEL Communications UK do NOT directly support End Users or Resellers for RMA service.

If for any reason there is a problem contacting the initial point of sale. Please speak to ZyXEL technical support on the following details with a copy of your invoice:

Phone : 08707 555 779

Email : RMA@zyxel.co.uk

Distribution Warranty Repair RMA guide:

- Please download and complete RMA spreadsheet from www.zyxel.co.uk.
- Once the RMA spreadsheet is complete, please email or fax to: 01344 303 034 or rma@zyxel.co.uk.
Providing everything is in order ZyXEL UK will advise you of RMA within 48 hours. Please call 08707555779
- if an RMA number is not received within this period.
- Please make sure that the faulty goods are safely wrapped for transport to ZyXEL UK and the RMA number is clearly stated on the outside of the package.
Also, please make sure that a copy of the RMA spreadsheet is in the box.

Please return authorized RMA goods to:

RMA (number)
Zyxel Communications RMA service
C/O A Novo UK
71 Bilton Way
Enfield
Middlesex
EN3 7EP

Under Warranty Service

This warranty does not cover user induced damage, such as accident, abuse, tampered with, subject to abnormal working conditions or unauthorized modifications.

Out of Warranty service

For out of warranty products, we will charge for the repair or unit replacement in a flat rate fee.

ZyXEL reserves the rights to revise the RMA policy above and warranty period, and any update will be informed you in writing.