

Return Material Authorisation (RMA) Procedure

PLEASE USE THE FOLLOWING PROCEDURE TO RETURN YOUR C-VIGIL LTD : MARINE (CVM) PRODUCT FOR REPAIR.

1. To request a return materials authorisation (RMA) number, contact our Customer Support Dept, by e-mail.
E-mail: support@cvigil.co.uk

Then...

Please complete the attached RMA form and send it with the defective equipment to: -
C-VIGIL Ltd : marine (CVM), The Barn, Bryntirion Road, BAGILLT, Flintshire, N. Wales CH6 6DS, UK.

Note: PLEASE DO NOT RETURN ANY CABLES, BRACKETING OR MANUALS.

2. A purchase order number will be requested at the time our Customer Services Dept issues an RMA number. A pro forma invoice will be sent to you upon completion of equipment repair listing all charges incurred.

Note: In-Warranty equipment can incur costs through damage, misuse, cosmetic or no problem found.

3. Once an RMA number has been issued, a confirmation e-mail will be sent to you detailing the RMA number, equipment and equipment quantities authorised for return, together with shipping address details. All equipment returned to CVM should be marked to the attention of Factory Service and sent to the address provided. For both in-warranty and out-of-warranty repairs, you are responsible for paying your outbound freight expense, any applicable import and/or export duties and taxes. CVM will pay the return freight expense for in-warranty repairs.
4. Equipment returned for repair, both in warranty and out-of-warranty, should be accompanied with a note/letter detailing the failure mode. Please provide as much information as possible.
5. It is preferable that the original packing be used on all returned equipment. Should the original equipment packing not be available, then adequate packing should be used, taking into account, the method of shipment of the returned equipment. You are responsible for delivering the returned equipment to CVM safely and undamaged.
6. The RMA number should be clearly marked on all returned equipment, boxes, packages and accompanying paperwork. RMAs received by the Factory Service Dept that are not clearly marked may experience delays in the processing of the RMA receipt.
7. International shipments should be consigned to CVM with the notified party on the Airway Bill stated as "Expeditors International for Customs Clearance".
8. On receipt of equipment returned under an RMA number, a Receipt Notification e-mail will be sent to you by CVM Customer Services Dept confirming receipt of the equipment, and quantities received. Please check the Receipt Notification to assure the equipment and quantities match what you shipped.
9. RMA numbers are only valid for sixty (60) days. RMA numbers older than sixty (60) days need to be revalidated by contacting out Customer Service Dept before the equipment is returned. Failure to comply with the above may delay processing of your RMA request.

Please help us to process your repairs / claims as quickly as possible by closely following the above procedure.

Thank You!

Customer Services Dept
C-VIGIL Ltd : marine (CVM)

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sofo
lone worker systems

sea-vu
cctv systems

klarion
acoustic area denial

autoguard
intruder detection

thermoguard
remote °C monitoring

elev8tor
lift car indicator

Return Material Authorisation (RMA) Request Form

RMA Number

Date
 DD/MM/YYYY

Customer Details		"Return to" Address	
Vessel Name:		C-VIGIL Ltd : marine (CVM) The Barn, Bryntirion Rd, BAGILLT, Flintshire N. Wales, CH6 6DS, UK. T: +44 (0)1244 879 279 <> E: support@cvigil.co.uk	
Company Name:			
Contact Name:			
Tel Number:			
Fax Number:			
E-mail:			

Purchase Order & Authorisation

Your PO# for Repair:		Name:	
Original PO# (if known):		Signature:	

Equipment to be Repaired

Item #	Qty	Description	Serial Number	Symptom or Problem
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Your Special Instructions

IMPORTANT NOTICE: By submitting the equipment described above to CVM for repair, Customer acknowledges and agrees that it shall pay the amount charged by CVM for the repairs immediately upon receipt of written notice (or pro forma invoice) from CVM setting forth the date of completion of repairs and the total amount due. If the amount due remains unpaid ninety (90) days after delivery of such written notice to Customer, CVM at its option, shall have the right to retain the equipment or dispose of such equipment. CVM may retain the proceeds of any sale of equipment as payment for the costs associated with the repair and disposition of the equipment plus reasonable costs of storing the equipment ("Costs"). By submitting the equipment to CVM, Customer further agrees that it waives any obligation of CVM to take any actions, other than those actions set forth herein, prior to retaining or disposing of the product. Upon the written request of Customer, CVM will submit to the Customer any amount obtained from the disposition of the product in excess of the Costs.

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