

Returned Materials Authorisation (RMA)

RMA's can also be completed at Dove.co.nz - RMA only logins can be created on request

Fields in bold are required, other fields will assist in making the RMA process faster

Account Number	<input type="text"/>	Account Name if number unknown:	<input type="text"/>
Contact Name	<input type="text"/>		
Phone/Email	<input type="text"/>		
Dove Code/s	<input type="text"/>		
Product/s Description	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
Details of Fault/Reasons for Return	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
Action Requested	<i>Replace*</i>		<i>Forward Replace*</i>
	<i>Repair</i>		<i>Credit</i>

Delivery Instructions/Pickup (please state which branch for pickup)

*Delivery Address?	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

At least one of the following in italics/underlined is required

<u>Serial Number/s</u>	<input type="text"/>		
	<input type="text"/>		
<u>Invoice Number</u>	<input type="text"/>	<u>Purchase Order number</u>	<input type="text"/>

Please wait for an RMA number to be issued, before returning any goods.
 When the rma number is issued please include this with the package being returned.
 Do not mark or damage the original packaging for goods to be returned for credit,
 a restocking fee may apply - we will contact you if this is the case.
 Freight back to Dove is the responsibility of the dealer.
 Static sensitive devices must be packaged in anti-static bags.
 This RMA authorisator is only for goods return.