

## How to fill in RMA document

1. Please fill in Return Merchandise Authorization form (RMA).
2. Sent it to GORGY TIME Support Department for validation by mail: [support@gorgy-time.com](mailto:support@gorgy-time.com)
3. After approval, GORGY TIME support department will return it with RMA number.
4. Send this RMA form with the goods. In case you send several boxes, thank you for indicating RMA number on each box.
5. Delivery address: **GORGY TIME - SUPPORT DEPARTMENT - Quartier Beauregard - 38350 La Mure d'Isère France**  
Return of the goods has to be made in an appropriate packaging with efficient protection.  
GORGY TIME cannot be held responsible for damage causes during the transport in particular for damage due to unsuitable packaging.
6. Return of goods is at customer's charge under incoterms DAP.

**For all return outside EU, Temporary exportation process must be done. If not, extra costs will be charged.**

**RMA: N°** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## YOUR DETAILS (\* Compulsory information)

Company*:		Name* :	
Tel.*:		Email* :	
Postal Code*:	City*:	Address*:	
Country*:			

## RMA INFORMATIONS

<input type="checkbox"/> Request for repair	<input type="checkbox"/> Under Warranty	<input type="checkbox"/> Under Contract
<input type="checkbox"/> Request for quote	<input type="checkbox"/> No Warranty	
<input type="checkbox"/> Return of clock in the frame of loan or rent of material		
<input type="checkbox"/> Delivery error	<input type="checkbox"/> Box damaged during transit (copy of documents sent to the carrier)	

## DESCRIPTION (\*Compulsory information)

Quantity*	Product code*	Serial number*	Failure description*	PO number	Date of initial PO

**NOTE:** \_\_\_\_\_

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