

RMA form template

Record equipment return authorisation, reported faults, arrival condition and the proposed resolution in one traceable record.

Complete the applicable sections. An asterisk marks a required field when that section applies. Copy repeat sections as needed and attach photographs separately.

Return request

Project or site *

Record reference *

Record date *

Prepared by *

Customer or organisation *

Order or invoice reference *

RMA number

Return authorisation status *

☐ Requested ☐ Authorised ☐ Declined

Authorisation recorded from *

If applicable: Return authorisation status is not Requested.

Return instructions or reason declined *

If applicable: Return authorisation status is not Requested.

Equipment and reported fault

Returned item entries

Repeat for each entry.

Product and model *

Serial number or asset reference *

Quantity *

Reported fault or reason for return *

Accessories included or none *

Warranty or purchase evidence reference

Item and packaging photos

Photo or attachment references: _____

Do not record passwords or copy personal files into this form. Follow the agreed procedure for equipment containing customer data.

Receipt and assessment

Have the items arrived? *

☐ Yes ☐ Not yet

Date received *

If applicable: Have the items arrived? is Yes.

Received by *

If applicable: Have the items arrived? is Yes.

Packaging, arrival condition and missing items *

If applicable: Have the items arrived? is Yes.

Assessment status *

☐ Not assessed ☐ Assessment complete

Assessment findings and evidence reference *

If applicable: Assessment status is Assessment complete.

Assessed by *

If applicable: Assessment status is Assessment complete.

Outcome and next action

Recorded outcome *

☐ Pending decision ☐ Repair proposed ☐ Replacement proposed ☐ Credit proposed ☐ Return without repair

Decision reference and any customer agreement *

If applicable: Recorded outcome is not Pending decision.

Linked repair work order

Next action *

Action owner *

Proposed outcomes do not issue refunds, approve warranty cover or authorise repairs. Record the separate decision and agreement.

Reviewed by

Reviewer acknowledgement

Signature: _____