

# North RMA Request

**Please read these notes before returning product for repair.**

Contact our support team and discuss any problems you are experiencing with the North product. If we advise you to return the product for repair we will issue an RMA number, please complete this and all other relevant sections of the form overleaf.

You can contact our support team between 09:00 and 17:00 (UK) on +44 (0)1273 694422 or by email at support@northbt.com.

If instructed please return this form completed with the product in its original packing material or adequate packaging to ensure proper protection during transit to:

Repairs Department  
North Building Technologies Ltd  
The Brighton Forum  
95 Ditchling Road  
BRIGHTON  
BN1 4ST  
UK

## **IMPORTANT: Returning goods from outside the EU for repair**

When returning goods from outside the European Union for repair, please include the following information on the commercial invoice:

- Reason for export: REPAIR
- Add the statement: Goods for repair. Import goods to the UK using Inward Processing Relief (Suspension System). CPC 51 00 01.
- List the items returned on the commercial invoice with the description and EU commodity code shown in the table below:

<b>Product</b>	<b>Description</b>	<b>Commodity Code (CN)</b>
Compass Point	Networked module used for connecting building automation systems	9032 8990 90
Zip	Networked I/O module for building automation	9032 8990 90
Commander	Embedded computer for building automation	8471 8000 00

- Manufacturer/Country of origin: the product is manufactured by North Building Technologies in the UK.
- Recipient's VAT number: GB 658 8561 80

Failure to use this procedure may result in additional duty or taxation charges which will be passed on to you.

# North RMA Request

Company Name			
Contact Details	Name:		
	Phone:	Fax:	
	E-mail:		
Customer Address		Delivery Address <i>(if different)</i>	

Your reference	
Product	
Product serial number	
Service required	<input type="checkbox"/> Repair <input type="checkbox"/> Return to stock <input type="checkbox"/> Warranty claim
Customer's reason for return/diagnosis of the fault <i>(please attach any useful reports and paperwork)</i>	

## To be completed by North:

RMA number	
Date received	
Date dispatched	
Warranty (yes/no)	
Notes	