

# Returns Material Authorisation Form (RMA) - LevelOne

Please complete this form in full for each Level 1 item you wish to RMA. Then send this form to [technicalsupport@Mayflex.com](mailto:technicalsupport@Mayflex.com) by 4.30pm.

A Member of Technical support will reply to your RMA on the same day and they may wish to conduct further troubleshooting or ask for the form to be completed in more detail.

A Replacement item will be despatched for next working day (same or better functionality). Your account will be charged and credited if the fault is verified.

An RMA number will be provided which needs to be clearly marked on the outside of the item that we are collecting.

The item you return will then be tested against the fault listed below. If there is no fault found an admin charge of £60 will be charged to cover collection and testing of the item and the item will be returned to the sender with the test results.

Account Number:	<input type="text"/>	Customer contact name:	<input type="text"/>
Inv/Order number:	<input type="text"/>	LevelOne Part Number:	<input type="text"/>
Customer contact number:	<input type="text"/>	Serial number:	<input type="text"/>
Username:	<input type="text"/>	Password:	<input type="text"/>

## Fault Description

Please give as much detail as possible in this section. If the item is completely not responding, please try a different power cable.

If the item has a separate PSU, please try another if possible. And list the voltage of the PSU.

If the item has dead ports please list the effected port numbers.

Always set the item to factory defaults and check that the latest firmware/drivers are installed as it may be incorrect configuration issues that are affecting the performance of the item.

If you can get a link light but the item is not passing data, make sure you can ping between two ports on the same switch.

If you are unsure how to perform any of the above. Please contact technical services on **0800 093 1202** option 2.

The item will be tested and results will be provided if no fault is found.

Please state if there are any modules installed in the item:

What are the part numbers?

Collection Date of RMA (needs to be at least 2 working days from submission )

Collection Address (Please state contact name and telephone number)	Delivery Address (if Different)
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Do you require a:            Replacement            Credit

RMA Number (Office use only)