



RMA REQUEST FORM (V1.2023)

Granted: NO / YES, RMA NUMBER :

We ask that you answer the following questions before we can process an RMA. Should we reject an RMA request, e.g. because the product is out of warranty, but do you still want us to examine the product? Then we reserve the right to charge research costs (EUR 45 per hour).

TYPE OF PRODUCT / ITEM AND CHECK BELOW WHAT EXACTLY WILL BE RETURNED

- UNDERWATER AND AMBIENT PRODUCTS
- UWL / HYDRA / DOWNLIGHT / LEDLINE *
- LAMPMODULE INCLUDING PSU (COMPLETE)
- SPAREPART LAMPMODULE (EXCLUDING PSU)
- EVEYE ONDERWATERCAMERA
- OTHER:

- SPAREPARTS POWER SUPPLY / DRIVER
- SPAREPART PSU MONO / RGBW *
- SPAREPART POWER SUPPLY
- SPAREPART PCB (CIRCUIT BOARD)
- DMX CONTROLLER
- EVA EXPERIENCE PSU / PCB *
- OTHER:

- EVASTREAM
- SPAREPART TURBINE
- MOTOR CONTROL UNIT FIT / PRO / MAX *
- PIEZO3 / PIEZO SQ CONTROL UNIT *
- MOUNTING ACCESSORIES
- OTHER:

SERIAL NUMBER IF POSSIBLE ENTER HERE :

DATE OF PURCHASE:

attach a copy of the invoice if possible

HOW WAS THE PRODUCT CONNECTED / CONTROLLED : DMX CONTROLLER / PIEZO CONTROLLER / PULSE BUTTON *

OR OTHER:

CAN YOU DESCRIBE THE SITUATION HOW THE PRODUCT IS PLACED (part of the number of lamps, built-in/surface-mounted, cables extended on the project yes/no, other information that may be important for properly assessing the situation).

please explain the problem on the backside of this form

Was a welded connection applied to extend the cable during installation * **yes / no**

if the above question is answered with yes, then we would also like to receive the welded connection for inspection

Only original EVA mounting accessories have been used * **yes / no**

Is there at least 3 meters of cable on the product that is being returned * **yes / no**

If the above question is answered with no, we cannot process your request. To be able to make a good assessment, it is necessary that there is at least 3 meters of cable attached to the product. We refer you to our general product warranty conditions.

*** Do you want to cross out what is not applicable? Use the back of the form for a detailed description / explanation**

WHOLESALE or INSTALLER :

CONTACT :

PROJECT :

EMAIL ADDRESS:

PHONE NUMBER:

YOUR RMA NUMBER:

