

**SERVICE REPAIR POLICY**

Products purchased through DVCOM may be returned for repair by following these steps:

1. Fill out a Return Material Authorization Form in its entirety and **fax** it back to **971-4-8873020**  
Attention: Repairs Dept
2. Our Repairs Dept will process your request and call or email you with a RMA number
3. Return authorized items(s) only per shipping instructions
4. Shipping invoice should not carry any commercial value.

Return Material Authorization Forms can be obtained by :  
- Website:support.datavoiz.com  
- Contacting your Account Mgr.  
- Calling 971-4-8873370

**DVCOM Technology**



**Return Material Authorization Form (RMA)**

Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

DVCOM Representative: \_\_\_\_\_

**DVCOM Use Only**

RMA No: \_\_\_\_\_ Date Issued: \_\_\_\_\_

**Return Type:**

1. (UW) Under Warranty (Must provide original invoice number and date in order to verify warranty coverage)
2. (OW) Out of Warranty (Must provide a purchase order for \$0 w/ this form in order to cover cost of repair. A RMA number will not be provided until a PO is received by our Repairs Department)
3. (DP) DVCOM Project (DVCOM Employees Use Only) : Project Name: \_\_\_\_\_ Project Number: \_\_\_\_\_

**One Item Per Section**

Return Type \_\_\_\_\_ Part # \_\_\_\_\_ Original Invoice # \_\_\_\_\_ Invoice Date \_\_\_\_\_

Manuf. / Description \_\_\_\_\_ Serial Number \_\_\_\_\_

Return Reason (be specific) \_\_\_\_\_

Return Type \_\_\_\_\_ Part # \_\_\_\_\_ Original Invoice # \_\_\_\_\_ Invoice Date \_\_\_\_\_

Manuf. / Description \_\_\_\_\_ Serial Number \_\_\_\_\_

Return Reason (be specific) \_\_\_\_\_

**SHIPPING INSTRUCTIONS**

1. Be sure to obtain a RMA No. and clearly mark the outside of the box(es) with this number.
2. Ship only the items that are authorized.
3. Enclose the Return Material Authorization Form .
4. Ship **Prepaid Only** to:  
DVCOM Technology  
**Shipments received by DVCOM Technology without a RMA number will be refused.**

Al Mashka Electronics  
Yusuf Baker Rd,  
Behind Al Maktoum hospital  
Deira, Dubai.  
Ph: 04-8873370  
Fax.no: 04-8873020

Additional Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**DVCOM  
Technology**



Return Material Authorization Form (RMA)

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