



# QUALITY MANAGEMENT SYSTEM

PROCESS INSTRUCTION  
 CUSTOMER SERVICE – WARRANTY REPAIRS RETURN  
 MATERIAL AUTHORIZATION

Date: 14 May 2009

CUSTOMER INFORMATION	
Client Name:	
Contact Person:	
Contact Number:	
Email:	

PRODUCT INFORMATION			
Warranty Status – In	<input type="checkbox"/>	Out	<input type="checkbox"/>
		Return for Credit	<input type="checkbox"/>
Invoice Number:		Invoice Date:	14 May 2009
Part Number:			
Product Description			
IMEI Number:			
Reason For Return:			

PRODUCT FAILURE QUESTIONNAIRE	
1	Has a Sales Engineer been contacted? Yes <input type="checkbox"/> No <input type="checkbox"/>
2	Sales Engineer SELECT
3	What is the nature of the failure?
4	Has the failed part been tested within a controlled environment? Yes <input type="checkbox"/> No <input type="checkbox"/>
5	What parameters were measured?
6	How were parameters measured?
8	For system failures, provide adequate block diagram or application schematic (if necessary)
9	Please provide measurement data (if necessary)

**PLEASE NOTE:** All goods returned must be accompanied by the original invoice.

FOR OFFICE USE ONLY			
Date:	14 May 2009	RMA Number:	SELECT
Created By:	SELECT	Authorized By:	SELECT
RFDL Number:		RFDL Date:	14 May 2009
Vendor Number:		Vendor RMA #:	
Commercial Inv #:		Invoice Date:	14 May 2009
Export Waybill #:		RFD Credit Note #:	