DUSTIN & PARTNERS
CIVIL SENSORS

Return Material Authorization Request

Complete every field and send to info@dap.ing. Do not ship any item until DP issues an RMA number.

DP use only	
RMA number	
Date issued	
Approved by	
Disposition	Repair / Replace / Credit / Reject

1. Buyer

Field	Entry
Company	
Contact name	
Email	
Phone	
DP quotation / Purchase Order / Invoice no.	
Project and end user	

2. Return and billing addresses

	Billing	Ship replacement to (if different)
Name		
Address		
City / region		
Postcode / country		

3. Items (one line per device)

Qty	DP part no.	Serial no.	Position ID	Install date	Fault observed

Use the DP part number from the device label or data card (e.g. DP6x16K1). Position ID format: zone-building-suffix, e.g. 23-1423-TA.

4. Troubleshooting and clearance (required)

Item	Entry
Troubleshooting Guide DP-TS-001 completed (and product manual section, if any)	Y / N

Item	Entry
Troubleshooting Record (DP-TS-001, Section 5) attached	Y / N
Clearance to request this RMA given by (DP name)	
Clearance date and method (phone / email reference)	

Request an RMA only after Dustin & Partners has given clearance by phone or email. Dustin & Partners alone decides whether a return is warranted. Requests without clearance or a troubleshooting record are declined.

5. Also attach (Terms and Conditions, Clause 8)

Item	Attached (Y/N)
Installation date and commissioning record	
Installed and commissioned by DP-certified personnel (name / certificate no.)	
Supporting evidence: photographs, readings, logger files, error codes	

6. Conditions

- Returns are accepted only with an RMA number issued by DP. Do not ship before it is issued; mark it on the outside of every package.
- Confirmed defects within the 12-month warranty: DP bears the cost of replacement. Items not covered (misuse, damage, improper or uncertified installation, non-approved batteries or power supplies, no fault found) carry an evaluation fee and are quoted for repair or returned at the Buyer's cost.
- Warranty is void if installation, configuration or commissioning was carried out by personnel not certified by DP.
- Non-defective returns require DP's written consent. They must be unused, in original packaging, returned within 30 days of delivery, and carry a 25% restocking charge (Clause 14).
- Custom-configured items, instruments calibrated or built to order, and items labeled for a specific project are not returnable.
- The Buyer is exporter of record for the return and pays return freight, insurance, export clearance and any US import duties or fees. Return costs are not credited. Shipments arriving with charges due will be refused.

Full process: DP Orders and Returns, DP-POL-OR-001.

Buyer signature	Name	Date