



\* Denotes a required field. (If these fields are left blank the RMA will not be processed)

Please complete this form with your details. Any missing or incomplete information may delay the processing of this form.

Send the completed form to [ems.returns@kgsolutions.com](mailto:ems.returns@kgsolutions.com), the information will be checked and an RMA returns label will be emailed to you.

If you have any queries regarding the return or repair of your goods, please email us at [ems.returns@kgsolutions.com](mailto:ems.returns@kgsolutions.com)

\*Full Company Name:

\*Contact Phone No:

\*Name:

*(point of contact)*

\*Email address:

*(to send the RMA No)*

\*Company Address:

\*Is this also the Return Address?

Return address:

*(If different from above)*

EMS contact name:

*(If applicable)*

EMS Ltd  
Technology House  
Sea Street  
Herne Bay  
Kent CT6 8JZ  
Tel: 01227 369570  
Fax: 01227 369679  
E-mail: [ems.returns@kgsolutions.com](mailto:ems.returns@kgsolutions.com)  
Web Site: [www.emsgroup.co.uk](http://www.emsgroup.co.uk)



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*Site address/Reference of returned product(s)	Original order/ref number	*Device type/Part number	*ID/Unit/Serial Number	*Reason code. (see list)	*Details/Fault description. Please provide as much detail as possible to help us identify the fault.

\*Goods Returned By:  \*Date:

**Reason Codes:**

- |                         |            |
|-------------------------|------------|
| 1 - Warranty return     | 5 - Credit |
| 2 - Investigation       | 6 - Other  |
| 3 - Disposal            |            |
| 4 - Advance replacement |            |

**Please note:** once quoted, an order number must be received within 10 working days or the product(s) will be returned un-repaired.

You will be informed of all products which are deemed 'beyond economical' repair, they will be disposed of within 7 days unless you have made alternative arrangements for their collection.

