

# RMA REGISTRATION FORM



Do you have a defective item purchased from Capestone?

Then follow the steps below.

Always make sure you have a RMA number from us before returning the product.

## STEP 1. SOLVE IT YOURSELF

Before sending the device, you declare that you have performed at least the following actions:

You have tried to get the device to work and:

- You have performed a reset
- You have installed the latest firmware\* available

\*Teltonika: [https://wiki.teltonika.lt/view/Main\\_Page](https://wiki.teltonika.lt/view/Main_Page) / \*Cradlepoint: <https://customer.cradlepoint.com/s/NetCloud>

## STEP 2. REGISTER ARTICLE

Has the defect not been rectified after this? Fill in the details below and send this form to [rma@capestone.com](mailto:rma@capestone.com). You will be notified within 24 hours whether your RMA has been approved.

Company name:

Name:

Phone number:

E-mail address:

Product (brand + type):

IMEI-number (not a serial number):

Date of purchase:

RMA-number (you receive this after your e-mail to us):

Return address after completion of RMA:

**Description of the defect:**

Only fully completed RMA forms will be processed.

## STEP 3. RETURN ARTICLE WITH RMA NUMBER

Has your RMA been approved? Then print this **completed form** and send it along with a **copy of the purchase invoice** and the **defective device** to:

Capestone  
Attn RMA  
Haagse schouwweg 6  
2332 KG Leiden  
The Netherlands

If you have any questions/comments regarding a repair, please contact us via [sales@capestone.com](mailto:sales@capestone.com) or 085-111 08 38.

If, after checking, it appears that the product does not show any defects, we are forced to charge you € 25.00 research costs and € 12.00 administration and shipping costs.