

## X-Rite RMA Service Form

(Return Material Authorization) Form







For Service requests, please complete this form and return it back via E-mail to ([basfemeaservice@xrite.com](mailto:basfemeaservice@xrite.com)). If you require any assistance, please contact our customer service team via phone number **+800 700 300 01**.

Upon receipt of the RMA completed form, we will contact you within 24 hours Monday to Friday. Once all relevant information has been provided, we will issue within 24 hours the RMA number as well as optionally the shipping label for the device shipment to our X-Rite Service center.

**PLEASE DO NOT SHIP YOUR PRODUCT UNTIL YOU RECEIVE AN EMAIL FROM X-RITE WITH THE RMA NUMBER AND SHIPPING INSTRUCTIONS.**

**If your device is not under warranty\*\*, please provide a Purchase Order Number and send a copy of the Purchase Order.**

	Contact Details	Invoice Address	Ship-to Address
Company *			
Department			
Street *			
City *			
Postal Code *			
Country *			
Telephone *			
E-Mail *			
Contact Name *			
VAT Number *			
Service Type	<b>REPAIR</b>	<b>RECERTIFICATION</b>	
Spectro Model* (please mark your Spectro model and add the serial number S/N). Please ship us your Spectro + White Tile with the same Serial Number (S/N).			
Serial Number (S/N):	Serial Number (S/N):	Serial Number (S/N):	Serial Number (S/N):
			 <b>No Purchase Order needed</b>
<b>Failure Types*:</b>  Shutter Defect Display Defect USB-Port Defect Spectro not calibrating Lost / Missing Calibration Tile Other		<b>Failure Description*:</b>	
Purchase Order Number (if applicable)			
If you do not have an official PO template (and only if), by checking this box you agree to use this request as your official PO.		Name (please print): _____  Signature: _____	

\*Mandatory fields. \*\*To check your warranty date please consult the document *X-Rite Customer Service Process*.