

for Blackmagic Design Product (for Asia office use only)

Instructions Open this form with Acrobat Reader only

1. Each RMA form is strictly for ONE product only.
2. Complete this form with clear, relevant information.
3. Submit the completed form to support-asia@blackmagicdesign.com
4. Upon approval, we will issue and notify you a RMA number.
5. Print out the RMA receipt and proceed to sending the item to us.
6. DO NOT send-in the item to Blackmagic Asia before receiving RMA number

RMA number

To be issued upon submission

Click RESET
to clear

Customer Information

Company Name	Customer Name	Tel / Mobile
Email Address	Returning Address (if address different from reseller)	Country / Location

Product Information / fault report

Product Family	Fault List	Peripheral used (eg Lens, Storage media,etc)
Product Name	Description of Problem(s)	
Serial Number		
Physical Condition	Troubleshooting steps taken , if any:	

Additional Information

Blackmagic Driver / Firmware installed	Computer Specs	Operating System & version no.
Video Source	Video Standards	Output / Display type

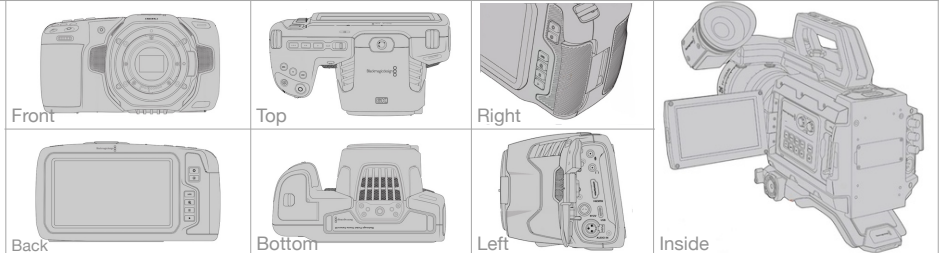
For Camera products only

Photo samples

Take clear pictures of your camera in different angles to show its current condition. Restrict each image file size within 200KB.

Upload the pictures to any cloud drive.
Share the link in the **Remarks⁺ below.**

Please refer to the illustration on the right.
Failure to submit photos for camera product will result in rejecting RMA application.



Accessories checklist : (Please tick accordingly for items sending to us. We will only return those items checked below)

Dust cap Lens Power Adaptor Rig View Finder Battery/mount plate SD/CF/SSD Others:

Remarks⁺ :

Notes

1. Blackmagic Design will either repair or replace defective items.
2. RMA number are valid for 15 business days from the date of issuance. RMA item(s) must arrive at Blackmagic Design office within that time.
3. Please print out page 1 of the RMA receipt after you have received from us and ship it together with the RMA item.
4. Please include original accessories cables, etc., if any.
5. When sending the items, ensure it is (including its box) securely packed, preferably in the original box. Blackmagic Design is not liable for damages occurred during shipping.
6. Freight charges, duties and taxes will be bear by the customer.
7. Results of the RMA process will be notified upon conclusion.

For Official Use Only

Item received date / by	Ship/collection date
Test date / by	Ship/collection by
Test result	Remarks

Material Returning Address: 31 Tannery Lane, HB Centre II, #04-01, Singapore 347788. Tel: +65 6339 2171
Office Hour: Monday – Friday 9.00am – 6.00 pm. Closed on Weekend and Public Holiday

RMA report (For Official Use Only)

Customer Details	RMA number
Product Fault Report	Service Report Service Center : Service Engineer : Service Date : Faulty S/No. Service Rendered Remarks Check List