

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 addr	ress 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 tak	en, if any:		
Additional Information Blackmagic Driver / Firmware installed	Computer Specs		Operating	System & version no.
Video Source	Video Standards		Output / Di	splay 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.	Front	Top Righ		Inside
Accessories checklist : (Please tick accordingly for item Dust cap Lens Power Adaptor I	ns sending to us. We will on Rig View Finder		v) F/SSD	Others:
Remarks ⁺ :				
Notes		For Official Use Only		
1. Blackmagic Design will either repair or replace defe 2. RMA number are valid for 15 business days from th item(s) must arrive at Blackmagic Design office with 3. Please print out page 1 of the RMA receipt after y and ship it together with the RMA item. 4. Please include original accessories cables, etc., if a 5. When sending the items, ensure it is (including its preferably in the original box. Blackmagic Design occurred during shipping.	e date of issuance. RMA nin that time. You have received from us any. So box) securely packed,	Item received date / by Test date / by Test result	Ship	collection date collection by
Freight charges, duties and taxes will be bear by the RMA process will be notified upon co				

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)

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