

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 with 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 |

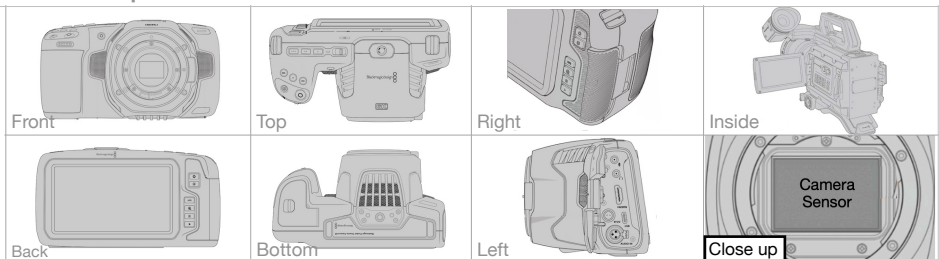
For Camera products only

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 packaged, preferably in the original box. Blackmagic Design is not liable for damages incurred during shipment.
6. Freight charges, duties and taxes are the responsibility of 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)

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