

# for Blackmagic Design Product (for Asia office use only)

## Instructions Open this form with Acrobat Reader only

- Each RMA form is strictly for ONE product only.
- Complete this form with clear, relevant information.
- Submit the completed form to support-asia@blackmagicdesign.com
- Upon approval, we will issue and notify you a RMA number.
- Print out the RMA receipt and proceed to sending the item to us.
- 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

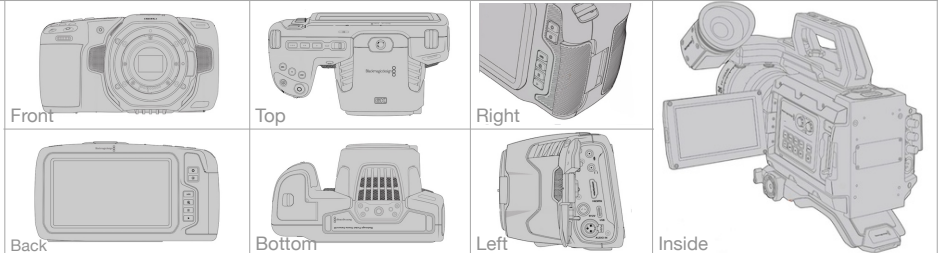
## For Camera products only

## 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<sup>+</sup> 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<sup>+</sup> :**

## Notes

- Blackmagic Design will either repair or replace defective items.
- 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.
- Please print out page 1 of the RMA receipt after you have received from us and ship it together with the RMA item.
- Please include original accessories cables, etc., if any.
- 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.
- Freight charges, duties and taxes will be bear by the customer.
- 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 :<div>Faulty S/No.</div></div><div>Service Rendered</div><div>Remarks</div><div>Check List</div></div>