

for Blackmagic Design Product (for Asia office use only)

RMA number

To be issued upon submission

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.

DO NOT send-in the item to Blackmagic Asia before receiving RMA number Customer Information				Click RESET to clear
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		Dorinhoral	upod (og Long Storage media etc)
	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 / D	isplay 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	t t	Inside Camera Sensor
		ly return those items checked below	*	Others:
Remarks*:				
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.		Item received date / by Test date / by		/collection date /collection by
		Test result	Ren	narks

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