

# 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

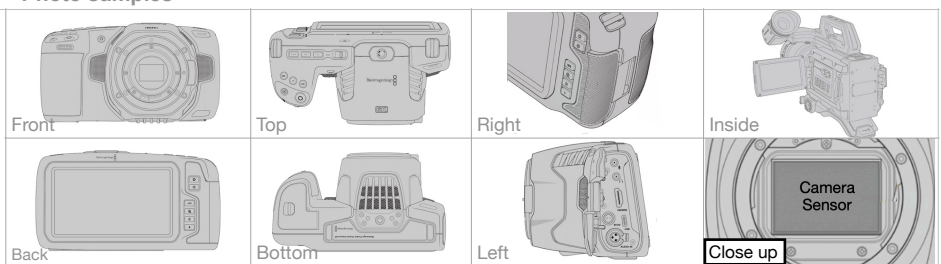
**For Camera products only**

**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**

**For Official Use Only**

<ol style="list-style-type: none"> <li>1. Blackmagic Design will either repair or replace defective items.</li> <li>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.</li> <li>3. Please print out page 1 of the RMA receipt after you have received from us and ship it together with the RMA item.</li> <li>4. Please include original accessories cables, etc., if any.</li> <li>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.</li> <li>6. Freight charges, duties and taxes are the responsibility of the customer.</li> <li>7. Results of the RMA process will be notified upon conclusion.</li> </ol>	Item received date / by	Ship/collection date
	Test date / by	Ship/collection by
	Test result	Remarks

Material Returning Address: 164 Kallang Way, #04-05, Solaris (West Wing), Singapore 349248.  
 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**