

## 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.
  6. DO NOT send in the item to Blackmanic 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		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	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.	Front	Top	ght	Inside	
Share the link in the Remarks* below.					
Please refer to the illustration on the right.				Camera Sensor	
Failure to submit photos for camera product will result in rejecting RMA application.				Di Control de la	
Accessories checklist: (Please tick accordingly for iten	Back We will on	Bottom Le		Close up	
Dust cap Lens Power Adaptor	_		CF/SSD	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 increased designs being a packaged.		For Official Use Only Item received date / by	Shin	/collection date	
		nion received date, sy	Onip/	collection date	
		Test date / by	Shin	/collection by	
		,	0.110/		
		Test result	Rom	narks	
		rest result Re		iding	
incurred during shipment. 6. Freight charges, duties and taxes are the responsible to the					
7. Results of the RMA process will be notified upon co	nclusion.				

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