

Return Material Authorization (RMA) Form



Legal Company Name*: _____

Address*: _____

ZIP*: _____ City*: _____

Country*: _____

Phone No.*: _____ Mobile No.*: _____

Registration No.*: _____ VAT No*: _____

* Mandatory fields

Parts for return

QTY	Part Number	Reason for Return

Equipment for return

Equipment / Panel

Model or Part Number	Serial Number	Order Number	Date of Loan / Date of Purchase

Returns Process:

1. Contact us by email to obtain an RMA number.
2. Fill out RMA form in its entirety; place the RMA form in the box with the item(s) being returned.
3. Return items to:
Balkan Aviation Ltd
Georgi Urumov 17A, 2850 Petrich, Bulgaria
Tel +359(0) 89 757 5722
with your own forwarder and provide us the tracking number.
4. Once items are received your RMA will be processed and evaluated for credit.

Return Policy:

Unauthorized returns will not be accepted. Any authorized returns must include a RMA number and are subject to a 25% restocking fee and inspection. All returns must be received within 30 days of the RMA issue date unopened in the original packaging.

Warranty claims and replacement orders will be invoiced as normal. Warranty parts must be returned with an RMA number and are subject to evaluation before credit will be issued. Returning items for warranty evaluation does not guarantee replacement or credit. All transportation charges for returned merchandise are to be pre-paid and borne by the purchaser.

No credit will be given for software or subscription returns.