



Returns authorisation request

Complete this form and email it to sales@paradewave.ae. We will reply with an RMA number and a return address. Goods sent back without an RMA number cannot be booked in.

ITEMS BEING RETURNED

Part number	Serial number	Qty	Reason for return

REASON CODES

- DOA — dead on arrival, reported within 7 days of receipt
- FLT — failed within the warranty period stated on the invoice
- ERR — ordered in error, within 14 days, restocking charge up to 20% applies
- SHP — shipping damage; photographs of the packaging must be attached
- WRG — wrong item supplied against the order

CONDITIONS

Items must be returned in original packaging with all accessories, cables, brackets and documentation. Special order and indent items are not returnable. Faulty items are replaced or credited at our option once received and verified. The RMA number must appear on the outside of the carton.