

IBA RETURN MATERIALS AUTHORIZATION



RMA Ref:	Customer Signature:	Date:
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This RMA request form must be filled in to handle any products that you return to IBA. The RMA will be effective for 30 days. If we have not received the parts by then, we will delete the request. The minimum fee of 250 Eur will be charged (except for warranty & DOA)

Important note regarding the safety hazard: It is sender's responsibility to ensure that the material has a radioactive dose rate below 0.005 mSv/h.

Could you please follow these steps:

1. Complete this form and E-mail it to **customer_support@iba-group.com** or fax a copy to IBA at this number +32 10 47 59 00
2. IBA will send you back this document with the RMA number (type 71xxxxxxxx or 75xxxxxxxx)
3. Pack up the products securely; ensure the RMA number is clearly marked on the outside of the package. Enclose a completed copy of this form inside the package and fax a copy to IBA +32 10 47 59 00 or send an E-mail to **customer_support@iba-group.com**
4. Dispatch the parts DDP (except Warranty or DOA) from / to:
5. Send the part has temporary so no custom fee will be charged.

	IBA Shipping Information:	Customer Shipping Information:
Company Name:	Ion Beam Applications	
Address:	3, Chemin du Cyclotron	
P. Code & City:	1348 Louvain-la-Neuve	
Country:	BELGIUM	
Contact:		
Tel:		
Fax:	+3210475900	
Email:	customer_support@iba-group.com	

5. IBA Price policy:

- If the repair cost is less than 1/3 of the part value, automatically repaired and invoice
- If the repair cost is between 1/3 and 2/3, repaired and invoice upon customer validation
- If the repair cost is above 2/3, the part will not be repaired

Product Details:

#	IBA Ref:	Serial No:	Part description	Estimat. Value	Warrant. (Y/N)
1					

#	Fault Report**:	DOA* (Y/N)
1	Report all relevant details per reference	

* DOA: Dead On Arrival – IBA should be informed within 15 days following the delivery. PO number should be mentioned in this case.

** It's highly recommended to add pictures of the concerned part to your request.