

Complete every required field and submit this form to the Velace Customer Support portal (support.velace.com) selecting the category 'RMA Request Form'. All returns require an RMA number issued by Velace Customer Support. Once approved, hardware must be shipped to the Service Centre address provided within ten (10) days, keeping proof of shipment.

PURCHASER DETAILS

PURCHASER FULL NAME

EMAIL ADDRESS

COUNTRY

PHONE NUMBER

ADDRESS

CITY

POSTAL / ZIP CODE

RMA REFERENCE

RMA NUMBER ISSUED BY VELACE (IF ANY)

RMA TICKET NUMBER (IF ANY)

HARDWARE DETAILS

DEVICE NAME / MODEL

SERIAL NUMBER (IMEI OR MAC ADDRESS)

DATE PURCHASED (DD/MM/YYYY)

ORIGINAL ORDER NUMBER

QUANTITY

REASON FOR RETURN

ADDITIONAL INFORMATION

ADDITIONAL NOTES (OPTIONAL)

DECLARATION

I confirm I have read and understood the Velace RMA Policy and the Delivery, Warranty, Return & Refunds Policy. Submitting this form is deemed acceptance of their terms. I confirm the information provided above is accurate and complete.

SIGNATURE

DATE

How to submit

1. Complete and save this form.
2. Open the Velace Customer Support portal: support.velace.com/support/tickets/new
3. Select the category 'RMA Request Form', attach this PDF and submit.