



Dolenjska cesta 83, 1000 Ljubljana, Slovenia
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www.calms.com

Return Authorization Request

1. Return Customer Information

RETURNING COMPANY'S NAME

PHONE

RETURN CONTACT NAME

CALMS CONTACT PERSON

EMAIL ADDRESS

2. Return Address

BILL TO

SHIP TO

3. Return Product Information

MODEL NUMBER

SERIAL NUMBER

FAILURE SYMPTOMS (DETAILED DESCRIPTION REQUIRED)

Factory return shipping address

Company: CALMS / HPE d.o.o.
Address: Dolenjska cesta 83
City: Ljubljana
Postal code: 1000
Country: Slovenia

Packing Procedures and terms of sending:

- Electronics** should be wrapped in an anti-static or static-resistant bag, then wrapped in protective bubble wrap in a box.
- CALMS will not be held liable for damage caused during shipping.**
- To ensure immediate processing mark the RA number on the outside of the box. Items without an RA number marked on the box may be delayed.
- In the case of repairs under warranty, CALMS covers the shipping costs to the customer (CALMS-> customer).
- In case the device is no longer under warranty, the shipping costs are covered by the sender himself.
- If you are sending a package from countries that are not in the EU, it is necessary to indicate on the proforma invoice: **Values are for customs purpose only. Temporary export.**