

## (RMA) Return Merchandise Authorization Form

Date:	
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### Customer information:

Customer name *	
Company name	
Address *	
State *	
Zip/postal code *	
Telephone number *	
Email with capital letters *	

### Address for invoice (if different than above):

Customer name	
Company name	
Address	
VAT ID (for companies only)	

### Returned items:

Product type *	Serial number*	Date of purchase	Invoice number

Reason of return \*

### Type of repair:

### Request cost estimate:

This may extend the repair time for a week

**Return as New:** All returned product must be less than 30 days from delivery date and in "undamaged and sellable condition." (in original package)

**For warranty repair, please attach copy of invoice.**

Submission of RMA does not guarantee refund or Credit. All returns are subject to inspection upon receipt of return in which final approval for credit, refund or replacement will be at discretion of LXNAV. Assignment of RMA number will be after unit passes LXNAV entry inspection. You will be notified by email about the status of the RMA.

### LXNAV shipping address:

**LXNAV**  
**Kidričeva 24**  
**SI-3000 Celje**  
**Slovenia**

Any merchandise returned without a valid RMA will be subject to a 25€ service fee. LXNAV can not proceed with repair without filled RMA form. Fields marked with \* are mandatory!

Please send this form to the email: [rma@lxnav.com](mailto:rma@lxnav.com) The unit must be sent to the address, specified on RMA form. When we receive the unit we will open the RMA and you will get status information by email. Repair time is up to 1-2 weeks. LXNAV charges initial repair fee for entry inspection, diagnostic, repair, final inspection and handling.

<sup>(1)</sup>For urgent repairs we charge 50% on working hours. For urgent repairs LXNAV assures return of goods in 3 working days.

To avoid delays with shipment please use **DHL** parcel service.