**Return Merchandise Authorization Form**

Completed forms can be submitted via email to:

* Europe, Middle East and Africa: Returns.EMEA@inmarsat.com
* Americas: Returns.Americas@inmarsat.com
* Asia Pacific: Returns.APAC@inmarsat.com

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|  **SECTION A – Contact information** |
| Company Name:  | Contact Email:  |
| Contact Name:  | Contact Telephone:  |
| Customer Account Number: | Sales Manager:**(Please indicate your Inmarsat Sales Representative)** |
| Current region: [ ]  Europe, Middle East and Africa [ ]  Americas [ ]  Asia Pacific |
|  **SECTION B – Customer Shipping Address** |
| Company/Vessel:  | Zip code:  |
| Address 1:  | City:  |
| Address 2:  | Country:  |
| Agent company:  | Agent email:  |
| Agent contact name:  | Agent telephone:  |
|  **SECTION C – Parts information** |
| PART1 | Part number:  | Part name:  | Serial number:  |
| Purchase date: | IMEI: | Firmware version: |
| Status: [ ]  Faulty [ ]  Working | Condition: [ ]  New [ ]  Used | Send replacement? [ ]  Yes [ ]  No |
| Faulty Part Description: **(Please provide as much information about the issue as possible, including error messages and symptoms)** |
| PART2 | Part number:  | Part name:  | Serial number:  |
| Purchase date: | IMEI: | Firmware version: |
| Status: [ ]  Faulty [ ]  Working | Condition: [ ]  New [ ]  Used | Send replacement? [ ]  Yes [ ]  No |
| Faulty Part Description: **(Please provide as much information about the issue as possible, including error messages and symptoms)** |
| PART3 | Part number:  | Part name:  | Serial number:  |
| Purchase date: | IMEI: | Firmware version: |
| Status: [ ]  Faulty [ ]  Working | Condition: [ ]  New [ ]  Used | Send replacement? [ ]  Yes [ ]  No |
| Faulty Part Description: **(Please provide as much information about the issue as possible, including error messages and symptoms)** |
| PART4 | Part number:  | Part name:  | Serial number:  |
| Purchase date: | IMEI: | Firmware version: |
| Status: [ ]  Faulty [ ]  Working | Condition: [ ]  New [ ]  Used | Send replacement? [ ]  Yes [ ]  No |
| Faulty Part Description: **(Please provide as much information about the issue as possible, including error messages and symptoms)** |
| PART5 | Part number:  | Part name:  | Serial number:  |
| Purchase date: | IMEI: | Firmware version: |
| Status: [ ]  Faulty [ ]  Working | Condition: [ ]  New [ ]  Used | Send replacement? [ ]  Yes [ ]  No |
| Faulty Part Description: **(Please provide as much information about the issue as possible, including error messages and symptoms)** |

Terms and Acknowledgement

In obtaining an RMA number, you authorize Inmarsat to test your equipment for defects, diagnose hardware issues, and if necessary contact the manufacturer concerning estimated repair charges. The customer is responsible for all payment of charges associated with shipping equipment. Equipment should not be returned to Inmarsat unless an RMA number has been issued.

For out-of-warranty returns, prior to performing a repair or issuing a replacement, Inmarsat will advise the customer of the repair estimate and obtain customer approval prior to performing work.