

## Requesting an RMA number for service or repair

Breas Medical Ltd products returned for factory service or repair must have a Return Material Authorisation (RMA) number assigned. This is essential for efficient processing.

You can obtain your RMA number by calling 01789 293460 with the following information:

1. Unit model
2. Serial number
3. Your name, address and telephone number
4. Complete description of the malfunction or service required

If you are unable to ship the device to us, we can arrange collection. Our Customer Support Team will advise the cost of this service when you request a return.

When returning your device, please write the RMA number clearly on the outside of the carton and ensure details of the work required are included.

Please clean and decontaminate the device exterior prior to despatch.

The unit must be properly packaged before shipment. Preferably in the original packaging.

Please quote the RMA number when enquiring about a returned device.