



Returned Goods Authorisation (RGA) form [REV.8 6-5-17]

Please complete this form in its entirety and submit to your existing Ticket at <http://portal.villaus.com/> before sending or requesting any goods.

NOTE: This form is valid for one return only. All the fields are mandatory: if this form is not completely filled it could be result in a delay in the RGA process.

*Company Name :	
*Company Address :	
*Contact Name :	*E-mail address :
*Phone number :	Fax number :

Customer name:

Customer signature:

Date:

Section for VILLA RADIOLOGY only

Ticket No. []

RGA NUMBER assigned:

VSM officer signature:

Date:



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Product information

Model Name & No.:	System Serial Number
Customer's Name & Info:	Customer's Location:
Date of Failure:	
Reasons for claim:	<input type="checkbox"/> Permanent defect <input type="checkbox"/> Intermittent defect
Failure conditions:	<input type="checkbox"/> During switch ON <input type="checkbox"/> During normal operation <input type="checkbox"/> Other (maintenance, upgrade, ...): ...
Failure description:	
Error messages:	
Abnormal symptoms prior or during the failure:	
Prior to breakdown, was the unit working properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No, failure during installation <input type="checkbox"/> No, it was working but with the following limitation:

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Additional tests performed and notes (please describe them):

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NOTE: Products for which are in claims of warranty due to **physical damages**. Whether the damage is found during use or upon opening, we must receive photo proof of the damages.

Defective parts to be returned for replacement or repair:

p/n	description	qty	request of warranty
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

Quotation request (in case of out of warranty repair): **Yes** **No**

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Return of Goods:

Please securely package & return all damaged goods in one shipment at your shipping cost to:

**VILLA RADIOLOGY SYSTEMS
199 Park Road Ext., Suite 107
Middlebury, CT 06762 USA
Attn: RGA Department
Reference: Ticket #
Phone: (203) 262-8836**

Address for return of goods (if other) and any special instructions

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