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For traceability, an RMA label is required for each unit returned for repair. To obtain a label, please contact the technical support team on 01159 640144 or email them at technical_support@uk.interactivecoding.com with your fault and serial number to hand.

2

Print the RMA label and package your equipment suitably for shipping. Please apply the label to the outside of the box so that the RMA label is clearly visible.

3

Send it back to us:
Olympic House, 1 Willow Drive,
Sherwood Business Park, Annesley,
Nottinghamshire, NG15 0DP



4

We will email you to confirm receipt of your equipment on the day of arrival. Once our engineer has carried out the evaluation of the unit, we will send an itemised breakdown of the costs including parts, carriage and labour.

5

Once we have your authorisation, we will carry out the required work. We will then email you a copy of the completed repair report and confirm your delivery date. Any spares or consumables items you require can also be sent out at the time, providing an opportunity to save on carriage charges.

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Please note: We will hold equipment awaiting authorisation on site for up to 3 months, after this time it will be returned unrepaired and carriage will be invoiced.

RMA label

Repairs	
Clearmark Solutions Ltd. OLYMPIC HOUSE Olympic House, 1 Willow Drive, Sherwood Park, Nottingham, NG15 0DP	
RMA Number:	10015
ICE Contact Name:	Richard Flair
Return Type:	Inhouse Repair
Item:	Zodiac Plus, LH HS, 53mm - Part No: 405706
Serial Number:	
Action Required:	RMA (Chargeable)
Customer Name:	Veggie World
Contact Name:	Joe Bloggs
Return Address:	1 Carrot Close Turnipton Lettuce
Alternative Address:	
Additional Information:	Inhouse Repair

Repair evaluation form

Repairs			
Zodiac Hawk Evaluation Form			
Company Name	RMA		
Reported Fault	Date		
Machine Type	E Technician		
Serial No Printer/Sc	R Technician		
Serial No Cassette	Belt Tension		
Assure Status	Head to Platen Gap		
Software Version I	Printhead S/N		
Mode	Software Version O		
Ribbon Used	Location		
	Archive/Clone Tak		
Engineer Comments & Parts Required			
Item Code	Description	Qty	Price
36004	Labour	1	£15.00
28001	Carriage		£15.00
	Total		

Need some help? 01159 640144