



Return Merchandise Authorization (RMA) Request Form

Please fill out this form completely. Upload form to Metrum Customer Service via [Contact Us page](#). Customer Service can be reached at info@metrumacoustics.com. If you are returning more items than will fit on this form, please include a separate document listing those items and the reason for return.

Contact Information

(Company Name) _____

Contact Name _____

Address _____

City _____ (State) _____ Zip _____

Country _____

Phone _____

Email _____

Order/Invoice #: _____

Product Return/Repair Information

Product Name _____ Qty: _____ Serial#: _____

Please provide detailed comments related to your return/repair so we can complete your request.
Missing information can delay processing of your RMA. Reason for return/repair:

Return/Repair Process Information

After you have accurately filled in this document please send it to Metrum Acoustics customer support, you will receive confirmation of RMA. Please use the information below:

Metrum Acoustics / Sonnet Digital Audio
Daviottenweg 9-11
5222BH 's-Hertogenbosch, the Netherlands
att Roelof Lochmans – Returns/Repairs

Write the RN-number on the outside of the box according to format: MA-20230306RL
(Format: MA for Metrum Acoustics/SDA for Sonnet, Year, Month, Day, Initials of owner)

HS code: 85198900

RN number according to format: MA-20230306RL (Format: MA for Metrum Acoustics/SDA for Sonnet, Year, Month, Day, Initials of owner)

BTW number: NL861419005B01

EORI number: NL861419005

KvK number: 78480817

Print the RMA form and put it in the box so the owner can always be traced. Take your time in describing the problem: Which other equipment is connected? Does the fault always occur or is it intermittent? Have you tested other inputs/outputs? Other sample rates?

Declare the goods as a repair in the official customs paperwork (not as commercial export), which counts as a temporary import. Declare the customs value as low, this indicates that no taxes are due. The amount that is declared to the insurance can in some cases be different (higher), and is completely independent from the customs value. It is a 'defective' unit, therefore, the value can be declared as low. Mark the outside of the package with "repair" and write the RN number on the outside of the box. In the customs paperwork also mention HS code: 85198900 so customs knows what type of goods is inside the box. Use EORI number NL861419005 to state that Metrum (as addressee) is a company and that we accept repairs that don't need to be taxed. Sending a device as commercial import will result in VAT costs because we need to pay VAT for the import, but also can't send the device back as a repair resulting in VAT for you, our customer. Please note that, if applicable, customs fees and VAT will have to be paid by the customer.

Upon receipt of your shipment we will notify you. Please note that the Netherlands is an EU country and that shipping from some parts of the world can take a long time. Also, customs services sometimes take their time in releasing goods.

We will do an external check for damages. If a device is damaged during transport we will notify you and send pictures for insurance purposes if needed. After reading the RMA form we will try to reproduce the error. Sometimes it happens that no fault is found, we will then do a burn-in test of your equipment. Some customers appreciate an indication of repair costs, we will only do this if you request us to do so and by writing the amount for notification in the RMA form.

Some customers request us to repair their equipment, but in the process also do upgrades. We can do upgrades for you, since we already have the equipment open. On top of that, we also measure the end result and verify proper functioning.

When we receive payment for the repairs we will ship your equipment back. For some parts of the world - for example the USA - track and trace information will work until the shipment reaches US soil. Then, the package is not traceable while it is being processed by customs. After release of the shipment, the track and trace information will work again.

If you have any further questions, feel free to send us a message!

- For Metrum Acoustics Repairs>Returns Department-

External and internal damages found on inspection:

Time and Expense:

Other remarks:

Processed by:

Inspection by:

Repair by:
