SITE survey. APP

SITE SURVEY REPORT

RMA form template

Prepared for	Example AV Company
Date	9 Oct 2026
Site	RMA form template (fictional completed example)
Prepared by	Example service coordinator

FORM

RMA form template

1. Return request

Project or site	Example Service Centre
Record reference	RET-031
Record date	9 Oct 2026
Prepared by	Example service coordinator
Customer or organisation	Example AV Company
Order or invoice reference	INV-2031
RMA number	RMA-031
Return authorisation status	Authorised
Authorisation recorded from	Example returns lead
Return instructions or reason declined	Return the unit and power supply with the RMA reference.

2. Equipment and reported fault

Returned item entries 1: Example control unit

Product and model	Example control unit
Serial number or asset reference	EX-0031
Quantity	1
Reported fault or reason for return	Intermittent power loss reported by customer.
Accessories included or none	Power supply included
Warranty or purchase evidence reference	Invoice INV-2031

> Do not record passwords or copy personal files into this form. Follow the agreed procedure for equipment containing customer data.

3. Receipt and assessment

Have the items arrived?	Yes
Date received	9 Oct 2026

Received by	Example technician
Packaging, arrival condition and missing items	Packaging intact; case has a small scuff. Power supply received.
Assessment status	Assessment complete
Assessment findings and evidence reference	Intermittent power loss reproduced. Bench record TEST-031.
Assessed by	Example technician

4. Outcome and next action

Recorded outcome	Repair proposed
Decision reference and any customer agreement	Estimate EST-031 issued; customer agreement pending.
Linked repair work order	WO-031
Next action	Await customer decision before starting repair.
Action owner	Example service coordinator

> Proposed outcomes do not issue refunds, approve warranty cover or authorise repairs. Record the separate decision and agreement.

Reviewed by	Example returns lead
Reviewer acknowledgement	Example returns lead