



**Return Goods Authorization (RGA)**

<b>Company:</b>	
<b>First Name:</b>	
<b>Last Name:</b>	
<b>Address:</b>	
<b>Address (2):</b>	
<b>ZIP code</b>	
<b>City</b>	
<b>State/Province:</b>	
<b>Country:</b>	
<b>Email address:</b>	
<b>Telephone :</b>	

<b>RGA Number:</b>		<b>(Provided by E-NJOINT)</b>
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<b>Product:</b>		
<b>Serial Number:</b>		
<b>Registered:</b>	<b>YES</b>	<b>NO</b>
<b>Purchase Date:</b>		
<b>Purchased From:</b>		
<b>Order reference:</b>		

<b>Description / Reason why product is returned:</b>	

**All items returned must be accompanied with an RGA form. Returned Merchandise must be in the original packaging and in resalable condition with the exception of broken parts.**



# Instructions for (RGA) Return Goods Authorization and shipping

If any problems or defects are detected in any E-njoint™ / I-vention™ products or components under warranty, or out of warranty needing condition inspection or repair, please follow these guidelines:

## 1. Contact

When you bought the products directly from E-njoint™ or I-vention™, contact us by mail; [support@e-njoint.com](mailto:support@e-njoint.com).

Have your serial number available and provide the details for your warranty/repair claim. When the purchase was not directly at E-njoint™ or I-vention™, the instructions of the reseller needs to be followed.

## 2. Request Return Goods Authorization.

Complete the digital fillable form, then email it to [support@e-njoint.com](mailto:support@e-njoint.com).

Upon receipt of the completed form we will issue an RGA number and authorize the return of the product. The returned product(s) must be accompanied with a copy of the completed RGA document.

## 3. Prepare the item for shipping.

Use a corrugated box and make sure the product cannot be damaged during transportation. We advise you to take a picture of the product and how it is packed.

## 4. Send the package freight prepaid to:

I-vention B.V.  
Rotterdamseweg 400  
2629 HH, Delft  
The Netherlands

**You may contact us at any time with questions and/or remarks you might have at:  
[support@e-njoint.com](mailto:support@e-njoint.com)**