

## How to return a device to repair (Non-EU members)

### 1- Obtaining an RMA number

If you need to return a device for repair please email: [support@bjliveat.com](mailto:support@bjliveat.com)

We will issue an **RMA** number for each device you want to send us. This number must be written clearly on the outside of the packaging. **Please do not send any packages without valid RMA numbers.**

### 2- Necessary documentation:

In order to process the repair of material under warranty, it is essential to complete the **Repair Request**. This document must be included along with the device in the same package.

### 3- Packing:

Pack the Box Carefully. Please make sure to include all the necessary components for the use of the device (charger, cables ...)

### 4- Shipping options:

#### I want BJLive! to manage the collection:

- We will send you a **UPS label** that must be stuck on the parcel
- We will also send you **3 copies of a UPS commercial Invoice** that you will need to sign and stick to the package in an envelope.
- Please let us know when the package is ready for collection and the collection hours and we will schedule UPS to pick up the package. (Alternatively you can take the package to the nearest UPS collection point or give it to the UPS driver if you have daily collection with the company.)

*Note: BJLive! will take care of the shipping costs as long as the product is under the six 6 months of the warranty (invoice date) and the fault is not due to a misuse. Otherwise the shipping costs will be invoiced along with the repair costs.*

#### I will use my courier:

In order to avoid delays at customs please follow the indications below carefully:

- **Issue a pro-forma invoice** including: Product name / RMA number/ Price / HS code (you will find it in the purchase invoice).
- **Enclose 3 signed copies** of the pro-forma invoice to the package. Also please **e-mail us** a copy of the signed document.
- Please send the package under incoterms **DDP (Delivered Duty Paid)** to avoid delays in customs.
- **Shipping Address:**  
B&J Adaptaciones  
Carrer Mare de Déu del Coll, 70 local  
08023 Barcelona, Spain  
Tel: +93 285 04 37

**Please don't hesitate to e-mail us if you have any doubts!**