

Customer Information

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| --- | --- | --- | --- | --- | --- | --- |
| Title/  Name |  | | RMA  Number |  | | |
| Shipping Address | |  | | | | |
| Email Address | |  | | | Ship Date |  |
| Phone Number | |  | | Country | |  |

Product Information

|  |  |  |  |
| --- | --- | --- | --- |
| Model Number |  | Serial  Number |  |
| Problem description | | | |
|  | | | |
| Troubleshoot/Advice(option) | | | |
|  | | | |

Insta360 is deeply sorry for all the inconvenience caused by the issue. Please help us with this chart and complete the information we need, we will offer you a RMA number in one business day when this chart is received.

Besides please note two items below:

1. Insta360 may reject or return products without accessories or an assigned RMA number.
2. Respective product shall be sent out to appointed address within 7 calendar days when RMA procedure started (when the RMA number was given out).

Insta360 does appreciate for your patient and cooperation!

(Option) If you have any suggestion or anticipation for our product, please tell us below in this chart. This will help us to improve our product or the App.

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| Suggestion: |