RETURN of DEFECTIVE GOODS
(RMA-Service)

To ensure a quick and efficient processing of your claim we ask you to return the faulty products according to the following instructions:

1. Please contact us (phone 034771 / 5184) before you return the defective goods, so that we can give you an RMA number. Fill in this number and complete the form. Please let us know what problem exactly occurred or what damage you have recognised.

RMA-Nummer _____

2. Attach this form to your shipment including a copy of our related invoice or delivery note.
3. Mark your parcel's outside with the RMA we gave you.

Please return the product in the original or any equivalent packing to avoid transport damages. If we cannot find any failure after our tests of the returned devices we would be forced to charge you for the efforts we had with the testing procedures as well as for the transport.
Please mind that we cannot accept your shipment without RMA form and without a copy of invoice or delivery note. If such a parcel arrives we would return it to you at your charge. We cannot replace or take back any device with missing accessories or if the device has been used for a long time and this use is visible.

Client number:
Company:
Address:
Contact name:
Phone/Fax/e-mail:

DETAILS:

VTQ-Delivery Note or Invoice no.:
Item name:
Serial number of the device:
Accessories:

☐ Warranty Repair ☐ Modification

☐ Let me know what the cost of a repair would be!

FAILURE DESCRIPTION / REMARKS: