

Return Material Authorisation (RMA)*



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PLUG-IN Electronic GmbH

RMA-No.:

← Enter RMA-No. here!

Ringstraße 48

To get your RMA-No., please
 fill in and fax this form to fax no.:
 +49 (0) 81 41/36 97-30.

D-82223 Eichenau



Customer/Invoice address: (Please fill in completely)

Customer No: _____ **Contact Person:** _____

Company: _____ **Department:** _____

Street: _____

ZIP, City: _____

Phone: _____ **Fax:** _____

E-mail: _____

In case of repairs/warranty repairs please note: Give a detailed description of the fault that occurred. "Defect" for example is not detailed enough. If necessary, please use an additional page. This helps us to avoid queries and can speed up the whole process.

Product Code	Number	Serial Number	Detailed Error Description

Reason of Return: Repair Other:
 Modification

Date: Signature:
 (Signature/Company stamp)

***Attention: Note the possibly costs and the general guidelines for return of items on the backside of this form!**

How to use the Return-Form

Dear customer,

we are committed to your satisfaction, and will happily process your return or repair. Always send the complete RMA form (frontside) with the items. We cannot accept unfranked returns or returns without an RMA form. Please follow the steps below:

1. Get a RMA number:

- **First request for a RMA-No** before returning items.
- Fill in the form on the frontside **completely** with exception of the “RMA-No.”. Fax the form to the fax number: +49 (0) 81 41/36 97-30. We will send you an RMA number immediately.
- **Fill in the RMA-No** after you received the RMA number and complete the form.

2. Pack the items:

- Always send the **complete RMA form** with the items. Returns will not be accepted without an RMA form.
- **Dont forget** to fill in the RMA-No on the RMA form.
- **Dont write** the RMA-No on the **original product packaging**.
- RMA number **clearly visible** on the **outside/secondary carton**.
- Please include the **serial number** with the RMA form. Else your return or repair cannot be processed.
- Give a **detailed description** of the fault that occurred. “Defect” for example is not detailed enough. If necessary, please use an additional page. This helps us to avoid queries and can speed up the whole process.
- If you return an item: **complete product with manuals, CD and other accessories** included.
- If possible please use the box the items arrived in (**original product packaging** plus secondary carton).
- All returns must be properly and securely packed according to the **ESD guidelines**. The customer assumes responsibility for the product until received at our facility.
- We cannot accept **unfranked items or returns**.
- Use the complete **RMA form as delivery note** - just put it in a window envelope.

3. Possibly costs:

- If products returned for repair do not show any faults after detailed test, we charge a rate of **EUR 80,-** plus freight charges and VAT resp. we pass on the charges of our supplier.

Thankyou very much and Best Regards

PLUG-IN Electronic GmbH