

# RMA-Return Form

To be completed by the customer	
Company name:	
Street No.:	
Zip / City:	
Customer No.:	
Contact person:	
Telefon / E-Mail:	

**ergoline GmbH**

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## Dear Customer,

In order to process your repair, complaint or return, it is necessary that you request an RMA number from us before sending the item. Please fill out the form below. As soon as we have provided you with the RMA number, please note it clearly on the transport packaging of your delivery and attach a copy of the completed RMA form to the shipment. The allocation of an RMA number entitles you to send the registered items to our company, but does not automatically include the right to a credit note, conversion or the like. A decision on this can only be made after inspection of the goods. Please note the following information's:

- Without a fully completed return form, no speedy processing can take place.
- If possible, enclose a copy of the delivery note or invoice with the return.
- The return must be made "free house".
- Please return the goods in their original packaging to avoid damage.

## Return Details: To be completed by the customer

Quantity	Item No.	Item description	Invoice / Delivery No.	Date:

- NEW/without packaging**      **spare part was not needed** – back to credit note
- NEW/ without packaging**       **Incorrect delivery**  **Incorrect order** – back to credit note
- NEW**  **complete**  **incomplete** – was unpacked for testing only
- New good defect** – Defect: \_\_\_\_\_
- Return of defect part** – to difference credit
- Item No.: \_\_\_\_\_ Defect: \_\_\_\_\_
- Return of defect part** – due to warranty case
- Item No.: \_\_\_\_\_ Defect: \_\_\_\_\_
- Return of defect part** – back to view / Validation
- Item No.: \_\_\_\_\_ Defect: \_\_\_\_\_
- Defect part**  **for verification**  **Estimate / Repair**  **Change**
- Item No.: \_\_\_\_\_ Defect: \_\_\_\_\_
- Return of replacement device**      Serial No.: \_\_\_\_\_
- Return of Demo Device / Sample / Loaner Device** Serial No.: \_\_\_\_\_
- Other:** \_\_\_\_\_

<b>RMA-Number:</b> <small>(To be completed by ergoline)</small>	<b>Date &amp; signature ergoline:</b>
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Date & signature **customer:** \_\_\_\_\_

**Newsletter: Fixed price telemetry transmitter repair service**

Dear Customer,

In order to minimize the administrative effort and cost of repair services we will no longer prepare quotations for the repair of telemetry transmitters.

We're offering the following all-inclusive prices for telemetry transmitter repairs:

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**All-inclusive diagnosis including exchange of small parts**

**179.00 Euro** excl. VAT and delivery

**All-inclusive diagnosis and repair**

Includes exchange of the main board and repair of damage from dropping and from water or other liquids

**349.00 Euro** excl. VAT and delivery

In addition we offer the following option if the cost of repair would be 349.00 Euro:

- The repair at the price of 349.00 Euro will not be carried out and the telemetry transmitter will be disposed of free of charge.
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Warranty repairs will of course be carried out as usual. In this case please provide proof of purchase, e.g. delivery note or invoice copy.