

RMA Form

Return Material Authorisation



Customer no.:

Contact

Name:
Department:
Phone:
Fax:
Email:

Your delivery address

Different billing address

Company:	<input type="text"/>	<input type="text"/>
Department:	<input type="text"/>	<input type="text"/>
Your address:	<input type="text"/>	<input type="text"/>
City:	<input type="text"/>	<input type="text"/>
Country:	<input type="text"/>	<input type="text"/>

<input type="checkbox"/> Repair	<input type="checkbox"/> Return	<input type="checkbox"/> Test sample
Repair effort estimation (subject to a charge) <input type="checkbox"/> Yes <input type="checkbox"/> No		

Item description:	<input type="text"/>
Serial number:	<input type="text"/>
Invoice date:	<input type="text"/>
Maintenance contract no.:	<input type="text"/>
Software version:	<input type="text"/>

Description of error („device is damaged“ is no error description)

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Mark with a cross where applicable:

<input type="checkbox"/> Barcode is not read	<input type="checkbox"/> Battery charging problem	<input type="checkbox"/> Camera – no function
<input type="checkbox"/> Display – no function	<input type="checkbox"/> GPS – no function	<input type="checkbox"/> WLAN – no function
<input type="checkbox"/> Touchscreen – no function	<input type="checkbox"/> Keyboard – no function	<input type="checkbox"/> Speaker – no audio signal
<input type="checkbox"/> Internal parts – dirty/loud/loose	<input type="checkbox"/> Laser/Imager – no function	<input type="checkbox"/> Mechanism damaged – ext. plug
<input type="checkbox"/> Mechanism damaged – casing	<input type="checkbox"/> Mechanism damaged – charging contact	<input type="checkbox"/> Mechanism damaged – Trigger switch
<input type="checkbox"/> Booting fails	<input type="checkbox"/> Operating system - no function	<input type="checkbox"/> Other

By signing the general business terms of the company Richard Müller GmbH and the RMA terms are accepted.

Date: _____

Signature: _____

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RMA terms and advice

- Please fill in our RMA form carefully and completely.
- Print the RMA form and enclose it signed with the device.
- Devices without completely filled out and signed RMA form cannot be handled.
- Create a detailed description of the problem, so that we are able to process with your RMA as fast as possible.
- Should the space be not sufficient, please use the backside of the page or an additional sheet.
- Be especially careful that the product is packaged shockproof.
- The sender pays for the cost of transportation to Richard Müller GmbH. Repair sending with carriage forwarded is principally not accepted by us.
- The cost of return delivery from Richard Müller GmbH to the customer in the case of a guarantee or warranty will be paid by Richard Müller GmbH.
- We charge 115,00 € net without VAT plus postage and packing for the repair effort estimation.
- These costs will be omitted when placing the repair order.
- We reserve the right to charge a service fee if devices are send to us with missing, incomplete or wrong defect description.
- Please take appropriate precautions (for example by backup) to prevent the loss of data.

Transmittals to:

Richard Mueller GmbH
Service department
Westfalendamm 263
44141 Dortmund
Germany

To avoid any complaints please name the included accessories exactly.