

## Return shipment (RMA-procedure)

Aupdate! card solutions  
 Heighhofstraße 1A  
 D-81377 München

**Customer:** (Please fill in the form completely)

**Customer number:**

**Company:**

**Contact person:**

**Department:**

**Street:**

**Country-code./ZIP-code/City:**

**E-Mail:**

For the return shipment (repair/repair warranted) we need a detailed description of failure (sorry, defect, faulty, damaged etc. is not enough). Thereby you prevent long queries and speed up the repair procedure.

**Reason of the return shipment:** (Please only mark one point)

Repair warranted 
 Repair with costs   
 Modification/Alteration 
 Return 
 Wrong delivery

Please sign here you have taken notice of the RMA terms and conditions.

Please fill in the parts you have returned, the item (article) number, the serial number and the detailed description of failure into the spreadsheet on page2/3

Please fill in number of total pages: Page 1 of .....

## Return shipment (RMA-procedure)

Item-No.		Detailed description of failure _____
Serial-No.		
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Serial-No.		
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## **RMA Terms and Conditions**

### **Dear Customer,**

In order to handle your product return as fast and efficiently as possible, please request a RMA number before returning goods to us and attach the filled in form you receive from us. Without RMA number and attached form, returns cannot be accepted. Please continue along following steps:

### **1. RMA Number**

- Please **request** an RMA number **before** every return. Fill in the RMA form on the web and send it to us by Internet or Fax (+49 89 12283611). We will issue an RMA number promptly. Please make sure, that a detailed failure description is added ('defect' is not sufficient). This helps to cut repair times. See our RMA form on our web site <http://www.apdate.de/service.html>.

### **2. Return**

- The **filled in** RMA Form has to be attached to the returned parts.
- **Don't** write RMA number on the original packaging!
- RMA number has to be clearly marked **outside** of the package.
- Declare **serial numbers** if available.
- Returns without **detailed failure description** cannot be accepted.
- Returned parts must be packed properly according to **ESD rules**.
- We don't accept no prepaid shipments .
- Use RMA form as packing slip.

### **3. Costs**

- Returns as a result of incorrect orders will be charged with **EUR 40.- restocking fee plus transportation costs and tax**.
- If failures can't be recognized despite extensive testing, we will charge **EUR 80.-** or recharge costs for testing by the manufacturer.

Thank you for your understanding and best regards

Your Aupdate! Team