

RMA Form

Customer Service Center / Hotline Controlware
 Phone no.: +49 06074 858-333/ Fax no: +49 6074 858-366

RM no.: _____

Controlware GmbH
 Goods Inwards
 Waldstrasse 92

63128 Dietzenbach

Germany

Please follow this procedure:

1. First call our Hotline at phone no.: +49 6074 **858-333**
2. Our Hotline will give you a RM no. and will register it in our Controlware System.
3. RMA Form is available at Controlwares homepage or per e-mail / Fax Customer Service Center / Hotline.

Return of consignments without RM no. cannot be accepted!

4. For your return shipment, please
 - repack the goods in their undamaged original wrapping.
 - never mark the original wrapping!
 - protect the goods by using covering boxes!
 - use this RMA Form and stick it directly on the parcel (in an envelope).
5. In case of missing the fault description we will invoice you the investigation cost.
6. The RM no. is valid for a maximum of 14 days!

Sender / Invoice Address

Company: _____

Street: _____

Postcode/ City: _____

Contact: _____

Phone: _____

Fax no.: _____

e-mail: _____

Delivery Address for return shipment (if different)

Company: _____

Street: _____

Postcode/ City: _____

Contact: _____

Phone: _____

Fax no.: _____

e-mail: _____

Important information for return shipment

Debitor no.: _____ **Service-Specification no.:** **Controlware:** _____

Manufacturer	Product / Model Designation	Product Code	Serial no.	CW Order no o. or Delivery Note no.

Fault description:

Reasons for the return shipment directly after receipt:

Damaged on arrival: Wrong goods delivered: Wrong quantity delivered: Goods not working:

Others: _____

Order no. or Ref. no. if repairs are liable for costs: _____

Name, date and authorized signature of sender: _____