

# Controlware RMA Form

Customer Service Center / Servicedesk@Controlware.de  
 Phone no.: +49 6074 858-333 Fax no.: +49 6074 858-366

**RMA no.**

Controlware GmbH  
 Goods Inwards  
 Waldstraße 92  
 63128 Dietzenbach  
 Germany

**Please follow this procedure:**

1. First call our Service Desk at +49 6074 858-333
2. Our Service Desk will give you the RMA no. and will register it in our Controlware System.

**Returns without RMA no. will not be accepted!**

3. The RMA Form is available for download at <https://www.controlware.de/en/services/rma-service.html/> or can be requested from our Service Desk via email or fax.
4. For your return shipment, please
  - repack the goods in their undamaged original packaging
  - use an exterior shipping carton and refrain from additional labelling
  - note that modules must be listed separately: We assume no responsibility for lost or misplaced modules that were not listed on this form
  - reset all passwords and delete all of your information stored on the merchandise before sending it in
5. Any product returned without a description of the defect will incur an additional service fee.

**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. 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: \_\_\_\_\_

