

# RMA-Return delivery note



RMA No.: \_\_\_\_\_

|                         |           |                 |  |
|-------------------------|-----------|-----------------|--|
| Customer no.:           |           | Contact person: |  |
| Company:                |           | Department:     |  |
| Street:                 |           |                 |  |
| Zip / Town:             |           | Tel. / Fax:     |  |
| Country:                |           | Email:          |  |
| Customer order no.:     |           |                 |  |
| Return address delivery | Company:  | Contact person: |  |
|                         | Street:   | Department:     |  |
|                         | Zip/Town: | Remark:         |  |

|              |  |             |  |
|--------------|--|-------------|--|
| Article No.: |  | Serial No.: |  |
|--------------|--|-------------|--|

## Return cause:

|  |                                |
|--|--------------------------------|
| Error description:   |                                |
| <input type="checkbox"/> Defect  |                                |
| Support consultation:  | Date: _____ Case Number: _____ |
| Requirements:<br><input type="checkbox"/> Inspection<br>(with cost)            |                                |
| Requirements:<br><input type="checkbox"/> Software update<br>(with cost)       |                                |
| <input type="checkbox"/> Wrong order<br>(15% handling fee from purchase price) | Order or invoice number:       |
| <input type="checkbox"/> Others<br>Description:                                |                                |

|  |
|--|
| <input type="checkbox"/> Please issue a cost estimate.<br>In case repair cost will be higher than 150,00 € a cost estimate will be issued as a standard. A fee of 10,00 € will be payable for the cost estimate. It will be balanced against repair order. |
| <input type="checkbox"/> Repair cost will be accepted up to _____ € without cost estimate.   |

|                |  |
|----------------|--|
| VIPA internal: |  |
|----------------|--|

\_\_\_\_\_  
Place/date

\_\_\_\_\_  
Company stamp/signature