

# RMA - Return Material Authorization



**E-Mail:** sales@ipcomm.de

IPCOMM GmbH

Walter-Bouhon-Strasse 4

90427 Nuremberg

Germany

**Sender**

Company

Department

Tech. Contact Person

Street

City

Phone

Fax

E-Mail

**RMA No.:**

**Please note the following procedure for returns:**

1. Please fill in this RMA form completely **per device** and send it to the e-mail above together with a copy of the delivery note as proof of warranty.
2. Subsequently, you will receive an RMA number, which is valid for a maximum of 14 days.
3. Please assign the RMA number to the return package and enclose the original of the RMA form.
4. The return shipment must be carriage paid.

**Returns without RMA number or freight collect shipments cannot be processed, unfortunately.**

**Defective Product**

Product name:

Serial number:

Date of purchase:

**Failure Description – Which error occurs?**

(exact description; „defective“ is not a proper description)

**Included Accessories**

**When does the failure occur?**

immediately after power up

after a specific operating time: \_\_\_\_\_ hours

irregularly or for no apparent reason

permanently

only for certain actions or cues

loose contact

(To be filled out by IPCOMM employee)

Repair within warranty

Repair at cost

Miscellaneous:

Date, Name