

# RMA - Return Material Authorization



**Fax : +49 911 18 07 91-10**

IPCOMM GmbH

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Germany

**Sender**

Company \_\_\_\_\_

Department \_\_\_\_\_

Tech. Contact Person \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-Mail \_\_\_\_\_

**RMA-No.:** \_\_\_\_\_

**Please note the following mode for reshipments:**

1. Please fill in this RMA completely and send it by fax together with a copy of the delivery note including the serial number as warranty confirmation to the above mentioned fax no.
2. Thereupon you will receive an RMA no., which is valid 14 days maximum.
3. Please note this RMA no. on the parcel with your reshipment and add the RMA in original.
4. The reshipment hat to be sent carriage paid.

**Reshipments without RMA no. or not prepaid can't be executed unfortunately.**

**Defective Product**

Name of product: \_\_\_\_\_

Serial no.: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

**Failure Description – Which error occurs?**

(exact description; „defect“ is not exactly)


**Included Accessories**


**When does the failure occur?**

- immediately after switching on
- after a specific operating period: \_\_\_\_\_ hrs
- irregular or without evident cause
- permanent
- at a specific action or application fetch
- loose contact

(To be filled out by IPCOMM employee)

- Warranty adjustment
- Repair liable to pay costs
- Miscellaneous: \_\_\_\_\_

\_\_\_\_\_  
Date, Stamp, Signature