

# Return of Material Authorization (RMA)

RMA-Number (issued by esd): \_\_\_\_\_

Customer Number at esd: \_\_\_\_\_



Please return the form to:

E-Mail: [RMA@esd.eu](mailto:RMA@esd.eu) or by FAX: +49 (511) 3 72 98 68

| 1. Information about the sender |                     |
|---------------------------------|---------------------|
| Company                         | Person in charge    |
|                                 |                     |
| Technical person in charge      | Voucher / Reference |
|                                 |                     |

| 2. Information about the product |             |               |                  |
|----------------------------------|-------------|---------------|------------------|
| Part number                      | Description | Serial number | Software version |
|                                  |             |               |                  |

| 3. Attachments |   |
|----------------|---|
| a)             | <input type="checkbox"/> are enclosed <input type="checkbox"/> by eMail |
| b)             | <input type="checkbox"/> are enclosed <input type="checkbox"/> by eMail |

| 4. Reason for return/ Error description |
|---|
|   |

|                        |                                 |                                    |                                 |
|------------------------|---------------------------------|------------------------------------|---------------------------------|
| <b>5. Error arises</b> | <input type="radio"/> Regularly | <input type="radio"/> Occasionally | <input type="radio"/> Only once |
|------------------------|---------------------------------|------------------------------------|---------------------------------|

| 6. The Error was found   |  |
|--|--|
| <input type="checkbox"/> During inspection of incoming goods                                 | <input type="checkbox"/> When programming (Flashing)   |
| <input type="checkbox"/> During the startup of the machine/system in house                   | <input type="checkbox"/> During the startup of the machine/system at the customer's location |
| <input type="checkbox"/> In use at the end user's location: - Shipment date to the end user: |  |
| <input type="checkbox"/> During the 1st startup of the computer system (Test Routine)        |  |

| 7. Other Information |
|----------------------|
|                      |

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| 8. Complaint or repair  |   |  |
|---|---|--|
| Is the return a complaint or a repair?  | <b>Complaint</b><br><input type="radio"/> | <b>Repair</b><br><input type="radio"/> |
| <p><b>Repair</b><br/>In case of repair: Please specify how the repair shall be executed (mark with a cross in row A.) to C.))</p> <p><b>Complaint</b><br/>The acceptance of the return is only conditional. If the examination by esd reveals that a warranty case is not given (e.g. customer's fault, the warranty period is exceeded), esd discontinues the repair process and informs the customer.</p> |   |  |

|                  |   |                       |
|------------------|---|-----------------------|
| <b>9. Repair</b> | <p><b>A.) Estimate of costs (REP-KV)</b><br/>At the customer's expense esd will make an estimate of the costs, which will not exceed the amount of the repair costs or a maximum of 50% of the value as new (whatever is lower).<br/><b>Please note:</b> Due to technical reasons normally a preliminary inspection of the product is not possible without concurrent repair.</p> | <input type="radio"/> |
|                  | <p><b>B.) Repair up to 50% of value as new (REP-50)</b><br/><b>Repair service without estimate of costs up to 50% of value as new.</b><br/>(If it is foreseeable that the costs of repair exceed 50% of value as new, esd discontinues the repair process and sends an estimate of the costs to the customer.)</p>  | <input type="radio"/> |
|                  | <p><b>C.) Flat rate repair (REP-P)</b><br/><b>Repair service based on a flat rate agreed with esd regardless of the actual expense.</b><br/>(esd reserves the right to dismiss this alternative.)</p>   | <input type="radio"/> |

Delivery is performed according to the 'General conditions for the supply of products and services of the electrical and electronics industry (ZVEI)' and the supplementary clause 'Extended reservation of title' in the respective latest edition. A legally binding contract shall only become effective after a written order confirmation given by esd. Terms of Payment: 30 days net from date of invoice. Delivery is ex work, additionally freight + packing according 'INCOTERMS 2010: EXW Hannover'. Insurance paid by us for all shipments to destination stated on delivery note.

|   |  |                 |  |
|---|--|-----------------|--|
| _____   |  | _____           |  |
| Company's stamp   |  | Date/sign       |  |
| Alternatively: <input type="checkbox"/> Form is valid for the date beside, <u>without</u> signature and stamp.  |  | Date:           |  |
| <input type="checkbox"/> Order on business stationery paper is enclosed.  |  |                 |  |
| Return address  |  | Invoice address |  |
|   |  |                 |  |
| <b>Important Note: Please send the commodity within 4 weeks after receipt of the RMA Number to esd. Freight collect returns will not be accepted.</b> |  |                 |  |