

**RMA – Return Merchandise Authorization**

- Customer-specific software and settings are generally not taken into account
- Devices must be shipped in the original packing, or other packing providing the same degree of protection, in order to prevent damage caused by/during shipment

Company			
Address			
POC		Customer ID:	
Phone		E-Mail:	
Device type			
Serial number			
Accessories			
Warranty	<input type="checkbox"/> Yes	Re.Nr.:	<input type="checkbox"/> No
Maintenance contract	<input type="checkbox"/> Yes	Nr.:	<input type="checkbox"/> No
Return address			
		Your order number:	Cost centre:
Error description			
We hereby authorize:			
<input type="checkbox"/>		Preparation of a cost estimate	
<input type="checkbox"/>		Repair of the device up to the limit of (if more expensive, prepare cost estimate (KVA))	
		<p>We charge an inspection fee for the preparation of a cost estimate. This inspection fee applies even if no defects are detected. The inspection fee is waived when we receive a repair order. The inspection fee varies as follows:</p> <p>Printer / Scanner: 45,00 €  MDE-Devices: 100,00 €  Vehicle Terminals: 150,00€</p>	

**Attention:**

Ensure that all data on your data carrier is backed up before shipping the respective device. Data may be lost during the repair process. We do not assume any liability for any loss of data. All configurations are reset to the state as delivered within the scope of the generic inspection of outgoing goods. Feel free to contact our service team if you require any further assistance relating to this topic.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Company seal