

Repair order

**Conductix-Wampfler
Automation GmbH**

► RMA-No.

Main address
Handelshof 16 A
14478 Potsdam / Germany

Shipping address
Verkehrshof 9
14478 Potsdam / Germany

Phone
+49 (0)331 887344 - 0

Fax
+49 (0)331 887344 - 19

E-mail
repair.potsdam@conductix.com



Customer / Billing address

Company: _____
Street: _____
ZIP, Place: _____
Contact person: _____

Department: _____
Phone: _____
Fax: _____
E-mail: _____

When you return articles for repair / warranty repairs, please enclose a detailed description of the defect ("defective" is not explanatory enough). You will thus avoid tedious questions from us and will accelerate the repair process.

► **Product:** _____
Plant number (WNR): _____
Serial number (S/N): _____
Model year: _____
Defect indication: _____

► **Detailed description of defect:**

► **Product:** _____
Plant number (WNR): _____
Serial number (S/N): _____
Model year: _____
Defect indication: _____

► **Detailed description of defect:**

► **Product:** _____
Plant number (WNR): _____
Serial number (S/N): _____
Model year: _____
Defect indication: _____

► **Detailed description of defect:**

Reason for return

- Repair
 Modification / remodeling
 Delivery

Other reason:

Return address / contact person

Company: _____
Street: _____
ZIP, Place: _____
Contact person: _____

Department: _____
Phone: _____
Fax: _____
E-mail: _____

Estimate required

Yes No for repair costs exceeding:

Date: _____

Signature: _____

Rules for the return of goods

Dear customer,

In order to facilitate the handling of the returned articles quickly and without errors, please request an RMA-number (see below) before you return anything and enclose the completely filled in form along with the articles. Otherwise, we will not be able to process the case.

1. RMA-no. assignment:

- Please request an RMA-number before returning any articles. Send us the filled in RMA-form by FAX to the following number: +49 (0)331 887344 - 19. You will then be sent an RMA-number immediately. Make sure the description of the defect is accurate ("defective" is not explanatory enough). You can thereby reduce the repair time considerably.

2. Resending for repair:

- The completely filled in RMA-form must be enclosed with the returned articles (otherwise we cannot process the case).
- Please mark the RMA-number visibly on the outside of the package.
- Returns without detailed defect description cannot be processed ("defective" is not explanatory enough)
- The goods sent for repair must be packed in a professional manner.

3. Estimate:

- If you wish to have an estimate before the repair, please put a tick in the relevant box on page 1. We will then convey to you the probable repair costs as quickly as possible. If you give the repair order later, the estimate is free of cost. If you do not send a repair order, we will send back the goods to you and charge a flat amount of 160 € plus dispatch costs.

We thank you for your understanding

Yours sincerely,

Conductix-Wampfler Automation GmbH