

## RMA-Form

### Customer delivery address

Pickup by customer

### Customer billing address

(when different to delivery addr. or pickup by cust.)

Company name	Company name
Street / Number	Street / Number
ZIP / City	ZIP / City
Country	Country
VATIN	VATIN
Contact person / Name	Contact person / Name
Contact person / Phone	Contact person / Phone
Contact person / Fax	Contact person / Fax
Contact person / E-Mail	Contact person / E-Mail

### System information

VTS number	Service contract number
Item number / Serial number	
Failure description	

### Reason for return (Please tick where applicable)

<input type="checkbox"/> Repair	<input type="checkbox"/> DoA (Dead on Arrival)
<input type="checkbox"/> Wrong delivery	<input type="checkbox"/> Repeat Repair
<input type="checkbox"/> Goods incomplete	<input type="checkbox"/> Miscellaneous:

### Requested service (Please tick where applicable)

<input type="checkbox"/> Cost estimate EUR 300,00 excl. VAT for each system unit. In case of an order, the amount will be deducted, as part of the settlement of the service order.	<input type="checkbox"/> Direct labour EUR 75,00 excl. VAT per 1/2 hour or part of.
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Date	Name in block letters	Signature and company stamp
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### RMA number

### Hints

- 1 Please fill in the form completely so that your request can be processed without delay.
- 2 Send the completed form by fax to  
**+43 1 8174846-920**  
or by E-Mail to  
**rma@voxtronic.com**
- 3 You will get back the RAM form with a RMA number from us.
- 4 Include a copy of the RMA form to the return shipment.
- 5 Send the goods to:  
Voxtronic Austria GmbH  
Modecenterstrasse 17 / 1  
1110 VIENNA  
AUSTRIA

A chassis with a Voxtronic sticker and a VTS number on it is called **System unit**.

Please send your complained goods carefully packaged back to the factory.

Voxtronic does not accept liability for transport damage caused by insufficiently packaged goods.

The returned goods must be delivered to the factory free of all charges (DDP).

In case of an unauthorized complaint, the return of the complained goods will be charged.

The allocation of a RMA number is only valid for the return of the goods. Other commitments are not associated. The further processing and cost allocation of a case is decided separately depending on the situation.

Defective goods which are exchanged during repair will become property of Voxtronic.