

## Conditions for return of materials

Dear customer,

For improving the handling for return of defective materials we'll enclose this RMA-form to each shipment. For future complaints please refer to the following conditions:

- **Please store this RMA-form carefully!**
- **Please advise your complaint** with completed RMA-form to the following fax no. 0451/604695 or by E-mail to [info@multitronik.com](mailto:info@multitronik.com) and ask for RMA-no.
- Please enclose **the completed RMA-form** with detailed description of failure and operating conditions in your application to your return of material (please don't use general statements).
- Furthermore please always attach **copy of invoice** and mark **RMA-number in big letters clear visible on the parcel.**
- Please return your parcel **by our UPS. Please ask for our UPS-account-no.**

### Important!

- Damages of transport need to be advised immediately after receipt of goods!
- Without completed RMA-form, we do not start complaint procedure.
- Please return the defective goods always in original or equivalent packages. To avoid mechanical damages during return of material, please use transport via UPS (see above).

### Attention! No guarantee, if:

- goods had been damaged during return caused by improper packing.
- Products with mechanical damages. Therefore please control packages and goods carefully immediately after receipt and advise mechanical damages immediately without any delay!
- If products have been modified by customer (for example by soldering) or if connectors or pins are damaged.
- Series-no. or original label of manufacturer had been removed.

For repairs (out of guarantee) by M+R Multitronik or by one of our suppliers we'll send you our proposal for repair costs.

**Please turn! →**

**Anschrift:**  
Niels-Bohr-Ring 28  
23568 Lübeck  
Germany

**Telefon:** +49 451/60995-0  
**Telefax:** +49 451/604 695  
**e-mail:** [info@multitronik.com](mailto:info@multitronik.com)  
**Internet:** <http://www.multitronik.com>

**Bankverbindung:**  
Commerzbank Hamburg  
Kto. 2216190 (BLZ 20040000)  
Deutsche Bank Lübeck  
Kto. 6440044 (BLZ 23070700)

**Geschäftsführer:**  
J.Christlieb  
HRB 3314  
Ust-Id-Nr. DE 134 853 261

## RMA – Form

To  
M+R Multitronik GmbH  
Niels-Bohr-Ring 28  
23568 Lübeck

**M+R RMA-No.** \_\_\_\_\_ (given by M+R Multitronik))

### General information:

Customer: Company, Address, Contact person:			
Series-No.:			
Type of material:			
Qty of total delivery:			
No.+ Date of invoice :			
Qty of fail outs:	actual:		total:

### Detailed conditions of application:

Input voltage / Peaks:  Output Voltage, Load:  Load conditions:  Direct ambient temperature:  Application / place of installation? :  Kind of failure:  When did the failure arise?  Time of operating:	
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