

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. 04533/6063-201 or by e-mail to 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-account on our costs.**
- For UPS No. please contact us.

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:

Grootkoppel 16
23858 Reinfeld
Germany

Kontakt:

Telefon: +49 4533/6063-200
Telefax: +49 4533/6063-201

e-mail: info@multitronik.com
Internet: <http://www.multitronik.com>

Bankverbindung:

Sparkasse zu Lübeck
IBAN DE48 23050101 0162961874
(BIC NOLADE21SPL)

Deutsche Bank Lübeck
IBAN DE05 23070700 0644004400
(BIC DEUTDE33)

Geschäftsführer:

L. Bochmann, H. Heynen

HRB 3314
Steuer-Nr. 22/ 290/ 33542
Ust-Id-Nr. DE 134 853 261

RMA – Form

To
M+R Multitronik GmbH
Grootkoppel 16
23858 Reinfeld

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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