

RMA-application form

return shipment to: _____

RSV Ruhstrat Stromversorgungen GmbH

Wareneingang

Vom-Stein-Str. 10

37120 Bovenden

ORDER DETAILS

customer no.: _____

invoice no.: _____

CUSTOMER DETAILS

company: _____ name: _____

street / no.: _____

location: _____

Tel.: _____ Fax: _____

E-Mail: _____

RMA-ARTICLE / RETURNABLE BASIS

- defective wrong delivery
 wrong order repair other

Art.-No.: _____ error description: _____

with my signature I accept the general terms of delivery, can be viewed under www.ruhstrat.eu

place / date _____ signature _____

RMA-No.:

(will be filled out from RSV)

For complaints process you need from us valid a RMA-number!

1. Fax the completed and signed form to:

+49 (0) 55 93 / 937 22 - 224 or

+49 (0) 55 93 / 937 22 - 225 or

Email: RMA@Ruhstrat.eu

2. You will get back this application form from us with an RMA number.

3. Include the application form with the RMA-number in the return shipment.

4. Mark the returned goods clearly visible with the RMA-number.

Important Notes

Please send the defective goods in for the transport suitable packages to the factory. For shipping damages caused by inadequate packed goods through the customer, he will be liable for itself. The returned goods must not be unfringed delivered to the factory or warehouse. Shipments without freight prepaid will not be accepted.

In case of an unjustified complaint returning the complaint by you is chargeable.

The allocation of RMA-number is only valid for the return of the goods; other pledges are not associated with this. About the further management and cost allocation of an operation is decided separately depending on the situation.

RSV Ruhstrat Stromversorgungen GmbH

Heinestr. 12, D-37120 Bovenden

Tel.: +49 (0) 55 93 / 937 22-0

Fax: +49 (0) 55 93 / 937 22-2

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