

# RMA REPAIR SLIP

Dear customer,

We need your **cooperation** to help us repair the component you are returning to us. Please complete this form as fully as possible and enclose it with the item for return.

**Send to:** VITRONIC Dr.-Ing. Stein  
Bildverarbeitungssysteme GmbH  
Customer Service/Repairs  
Hasengartenstr. 8  
65189 Wiesbaden  
Germany

**Fax:** +49 1803 7152 10\*  
**E-mail:** [rma@vitronic.com](mailto:rma@vitronic.com)  
**Website:** [www.vitronic.com](http://www.vitronic.com)

Within two working days of receiving your request, VITRONIC will contact you with an RMA number. If you fail to receive a confirmation of receipt, please contact VITRONIC immediately.

## PLEASE NOTE THE FOLLOWING RMA CONDITIONS OF SERVICE:

- » Please complete the form below to the best of your knowledge, and return it by fax or e-mail to VITRONIC. You will then be assigned return material authorization number (RMA number).
- » Please clearly indicate this RMA number on the shipping label attached to your package.
- » All returned items must be packed securely for transportation and all packages must have an enclosed and completed RMA form.
- » If you use passwords and/or encryption software or hardware to operate the component, please send these to us separately.
- » Please send the item with a courier service that allows the shipment to be tracked with a tracking number.
- » If devices are no longer in warranty, we or the original manufacturer will still repair them, unless we determine that it would be uneconomical to do so. The repair costs will depend on how much work is involved and the cost of replacement parts.
- » If no fault is found with the device, our flat rate of € 320.00 for checking the device will apply, regardless of whether the device is still in warranty.

\* 9 cent/min. from German landline numbers. Cellphone charges vary, max. 42 cent/min.

<b>RMA no.</b>		<b>Date</b>	
<b>Company**</b> (name and address)		<b>Customer no.</b> (VITRONIC-internal no.)	
<b>Contact person**</b>			
<b>Phone**</b>		<b>Fax</b>	
		<b>E-mail**</b>	
<b>Planned shipping date</b>		<b>Planned delivery method</b>	
		<b>Planned shipping company</b>	
<b>Transport insurance required?</b>	yes	no	Charges within Germany: 0.2% of the value of the item per route, minimum € 10 International charges: 0.4% of the value of the item per route, minimum € 20

VITRONIC Article no. **	VITRONIC Serial no. **	Warranty Yes/No	Material Description**	Project (No./system/description)	Reason for return/description of error

(\*\* Required fields)

**More details about the reason for the return:**

.....

.....

.....

.....

.....

**How often does the error occur?**

Always    After \_\_\_ minutes/hours    If the component gets hot    Sporadically    After booting \_\_\_ times

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

VITRONIC Dr.-Ing. Stein  
 Bildverarbeitungssysteme GmbH  
 Hasengartenstr. 14  
 65189 Wiesbaden, Germany

Phone +49 1803 7152 00\*  
 Fax +49 1803 7152 10\*  
 www.vitronic.com  
 rma@vitronic.com

CEO: Dr.-Ing. Norbert Stein, Gerhard Bär,  
 Dr. Heiko Frohn, Birgitt Stein, Matthias Pörner,  
 Daniel Scholz-Stein  
 Headquarters: Wiesbaden, Wiesbaden commercial register no. 6119

