



Formular RMA-Schein E

Erstellt:	AnSc
Verantwortlich:	ChWo
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To:

DSM Computer GmbH
Retourenabteilung
Am Loferfeld 54

81249 Muenchen
GERMANY

Fax: +49-89-15798-225

From:

Company: _____

Street: _____

Postcode / City: _____

Contact: _____

Tel.: _____ Fax: _____

E-mail: _____

RMA Form

Every return must be accompanied by a completed RMA form. Failure to include a fully completed RMA form will result in a significant delay in processing. In the case of a SBC, please also return the processor and memory. If the serial number label has been removed the warranty is void.

No guarantee can be given for software installed on data carriers (hard disks, removable media etc.). We reserve the right to delete the installed software without prior notice and to reformat the data carriers. Operating systems will be re-installed where possible, if they were installed by DSM in the original system delivered.

In the case of inadequate transport packaging (e.g. goods not packed in anti-static foil, goods not sufficiently shock-protected) the guarantee becomes void. The sender is liable for any costs for damage occurring during transport due to inadequate packaging.

In the case of unjustified returns, we reserve the right to levy a minimum standard service charge of 70€.

No.	DSM article number	Description	Serial number
1			
2			
3			

Reason for return (please cross where applicable)

- Faulty goods, Replacement already supplied (incl. all auxiliary equipment)
- Return of test goods (incl. all auxiliary equipment)
- Repair work under guarantee
- Incorrect goods delivered / Incorrect goods ordered (only where still in original packaging)
- Chargeable repair work (repairs up to a cost of 50€ will be carried out without providing an estimate)
- Other: _____

Exact description of error ("bad" is not sufficient)! How can the error be reproduced?

Please do not forget to include the following details: operation system used (incl. service packs), additional cards used where appropriate, administrator password, BIOS password, etc.

(Please continue on another sheet if necessary)

The error occurs:

- allways
- after _____ minutes/hours
- when the component is warm
- sporadically
- after ___ reboots

Date: _____

Signature: _____