

# Return due to incorrect specifications / DOA

## RMA required?

YES  NO  If YES, then continue with question 1).

## 1.) How do we apply for the RMA?

By phone  Tel: \_  
 Email: \_  
Online  Website: \_

## 2.) Return Address:

Name/Company:

Street:

Postcode: \_

Town/city: \_

Remarks (e.g. please write the RMA number clearly on the package)

## 3.) How can the customer send the goods for return?

Free of charge

Customer receives returns slip  How does the customer receive the returns slip?

By email  Where should the email address be given?

Online

Other

## 4.) Which documents are needed?

## 5.) Does the reason have to be stated?

YES  NO

## 6.) Period in which return has to be reported:

# Return on a goodwill basis / 14 day right of return

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