



Return Material Authorization Request Form

To be able to fully use the form functions of this PDF document, you must first save it locally and then open it with a program that supports the filling in of forms (eg Adobe Acrobat DC).

Ship to:
RHEINTACHO Messtechnik GmbH
Waltershofener Str. 1
79111 Freiburg
Germany

Email: quality@rheintacho.de

REPAIRS / REWORK Process (RMA)

When returning products for repair or rework please kindly follow the instructions below:

SHIPPING INSTRUCTIONS

- ◆ The shipping costs of the shipment must ALWAYS be paid by the sender.
- ◆ The return must contain a delivery note indicating sender information, brief description of the detected problem and contact person.

RHEINTACHO reserves the right to return repairs / reworks that arrive without documentation and any indication.

REPAIR / REWORK QUOTES

- ◆ If rootcause analysis does show that the returned item has not been damaged, RHEINTACHO reserves the right to charge a general fee of 150,- EURO per case. The same applies for returns where the quote is not accepted and repair/rework will not be executed.
- ◆ The item will then be returned to the customer based on Incoterms FCA.
- ◆ All repairs whose quotes have been sent and have not been answered within 6 months will be recycled.

RETURN OF REPAIRED / REWORKED UNITS TO THE CUSTOMER

Once the items are analyzed, the repair quote accepted, and the repair finished, RHEINTACHO will return the repaired unit:

- ◆ By carriage paid if the repair / rework is under warranty (Incoterm DAP)
- ◆ By carriage due if the repair / rework is not under warranty (Incoterm FCA)

MISCELLANEOUS

- ◆ The receipt of the products does not constitute any acknowledgement of a defect or damage for which RHEINTACHO is responsible.
- ◆ Any measures to remedy defects shall be taken in addition to the above provisions exclusively on the basis of our General Terms and Conditions (see <https://www.rheintacho.de/en/terms-and-conditions/>) as well as on individual written agreements between RHEINTACHO and the customer.



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CONTACT DETAILS

Company*

Contact person*

Address*

E-Mail*

Phone

Customer Reference No.*

* Required field

PRODUCT DETAILS

Please fill out 1 RMA per product type

Product category	Sensor	Measuring device	Stroboscope	Others
Reason for return*				
Part no. RT				
Part description				
<u>Serial no. / Production lot*</u>				
Order confirmation				
Order no. (customer)				
Delivery date				
Delivery quantity				
Affected quantity				

Type of request

Claim Service

Is it a warranty case (customer perspective)

Yes No

What is desired

Rework / Repair Replacement Credit note

Failure analysis required

Yes No

The customer agrees that the device / sensor may be tested destructively for analysis if necessary*

Date: