

!!! Attention – This form must be attached from the outside accessible at the package !!!



Return Material Authorization (RMA) Form

EKF diagnostic GmbH
Ebendorfer Chaussee 3

39178 Barleben / Magdeburg

GERMANY

▲ address of the workshop ▲

▼ informations of the device ▼

Type of Return	Model No.	Ser. No.

Accessories

sample tray System solution / waste bottle _____
 control cuvette power supply printer / EDP cable miscellaneous

miscellaneous

Error Description / Additional Comments

Problem description should include Steps required to reproduce, observations (error messages, restart findings), steps taken to repair, etc. If there is a technical contact, please provide name/phone.

Please leave this area empty

Incomming Date: Processing Date: Outgoing Date:

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Please request for RMA number (see "important directions")

RMA No.

▲ Customer ID ▲

▲ Company ▲

▲ Street ▲

▲ City ZIP Code ▲

▲Phone:

▲ FAX:

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Document of compliance

Are the devices mentioned free from pollutants? Yes No

If no, with which pollutants the device mentioned came into contact? _____

Hints (e.g. use gloves) _____

General material properties:

acidly toxic biohazard
corrosive

Were the devices cleaned and disinfected before dispatch and aren't health endangering any more? Yes No

Are the provided accessories perfectly cleaned, disinfected and no more health endangering? Yes No

Were all bottles removed? Yes No

Important customer information / directions

- Dispatch for repair (resp. upgrade/modification)

The dispatch may take place only after perfect disinfection and cleaning of the equipment and the accessories. Please ensure that the defective devices or parts will be packed in original packing and that the "Return Material Authorization (RMA) Form" is filled carefully and attached to the packing. This guarantees a fast, adequate and proper handling of the repair / service and avoids queries and a longer repair time. You can use this form at the same time as address in a window cover. The required **RMA number** (unless otherwise entered) needs to be requested from our technical support under the telephone number **+49-(0)39203/785-14** or e-mail support@ekf-diagnostic.com.

- Dispatch guidelines

The dispatch should take place with original packing. Pay attention for the right transportation locks during dispatch. The RMA-Form has to be fixed accessible at the package. We ask for understanding that each package, which arrives unfree or without filled RMA-Form (unless otherwise agreed), is sent back by debiting the transmitter.

- Damage during transport

If damages arise during return due to improper packing of the device on part of the customer, EKF-diagnostic sales GmbH does not assume any liability. All transport damages are documented after receipt of the device, to immediately inform the owner.

- RMA number

With the help of the RMA number the status of the repair (rep. upgrade/modification) can be determined fast and precisely. If you should have questions or additions concerning the repair, please contact the technical support under the telephone number **+49-(0)39203/785-14** or e-mail support@ekf-diagnostic.com with reference to the applied **RMA number**.

Mandatory Statement

Hereby I affirm that the data in this explanation are correct and complete.

Company stamp:

Date and signature

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