RMA – Return Merchandise Authorization

- Customer-specific software and settings are generally not taken into account.
- Devices must be shipped in the original packing, or other packing providing the same degree of protection, in order to prevent damage caused by/during shipment.
- Please note: Lithium batteries are subject to special transportation regulations according to "Regulation of Dangerous Goods, for example: UN3480/3481. Use proper labeling for shipping.
- Critical batteries are not allowed for shipping.

Company:			
Address:			
POC:			Customer ID:
Phone:			E-Mail:
Device type:			
Serial number:			
Accessories:			
Warranty:	☐ Yes	Invoice-no.:	☐ No
Maintenance contract:	☐ Yes	No.:	☐ No
Return address:			
	Your order number:		Cost centre:
Error description:			
We hereby authorize:			
☐	Preparation of a cost estimate		
☐	Repair of the device up to the limit of ((if more expensive, prepare cost estimate (ÄKVA))		

We charge an inspection fee for the preparation of a cost estimate. This inspection fee applies even if no defects are detected. The inspection fee is waived when we receive a repair order. The inspection fee varies as follows:

- Desktopprinter / Scanner: 68,00 €
- MDE-Devices, Tabletop Printer: 110,00 €
- NewCastle Products: 110,00 €
- Vehicle Terminals: 165,00 €

Laubner® Care Repair Service:
Implementation of the RMA process for an existing manufacturer service contract.
Flat rate: 54,- € per device from the third device 38,50- € per device.

Attention:

Ensure that all data are backed up before shipping the respective device. Data may be lost during the repair process. We do not assume any liability for any loss of data. All configurations are reset to the state as delivered within the scope of the generic inspection of outgoing goods. Feel free to contact our service team if you require any further assistance relating to this topic.

Date _____ Signature _____ Company seal _____