RMA - Return form



Send to:

Germany

Innotech Laser GmbH
Service Abteilung
Giesenheide 31
40724 Hilden

(Company-)Name*:	
Contact:	
Address*:	
VAT Number:	
Phone*:	<u>Fax</u> :
E-Mail*:	

RMA-Number (extern):	
RMA-Number (intern):	

Serial Number*: Description (article, type of the device)*:				
Accesories included (Please send only required accessories! Please always send the supply cable!) If several parts are sent in, please use the sheet "List of articles sent in"				
Requested service*:				
Repair			Function check	
General overhaul			E	
Article has warranty?	• No	C Yes	In case you are unsure, ask us for help.	
Article bought at Raycus	• No	C Yes		
Please inform us in case of	warranty cas	es not bou	ght at Innotech Laser.	
Please describe the problem or error as precisely as possible :				
Extern cooling system?	No	C Yes	If yes, which cooling additive is used?	
Different return adress:				

Please note that items recieved without filling in the required fields and without a detailed description of the error might not get accepted and involved in the repairing progress

In addition, we would like to ask you to remove any coarse contamination from the devices before sending them in in order to comply with the respiratory protection limit values in accordance with DGUV Rule 112-190 and TRGS 900!

For customers outside the EU, we are happy to take care of customs clearance. Please contact us before sending in the laser source and discuss the details with us.

Please send all the articles to the adress written at the top of the page and make sure that all the packages are packed carefully and also insured for transport

Please send the filled RMA sheet with E-mail to support@innotech-laser.de

^{*} Required! Please make sure to fill in these fields before sending the Document to us

^{**} When sending a laser source with 2kW and more. Please make sure to send the power cable as well

List of articles to send in



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(Company)-Name*:		
Contact:		
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VAT Number*:		
Phone*:	<u>Fax</u> :	
<u>E-Mail</u> *:		
RMA-Nummer (extern):		
RMA-Nummer (intern):		

Pos	Article- Number	Description	Pos	Article- Number	Description
Notes	5:				

General guidelines for returning items for maintenance

- 1. Request your RMA numbers before shipping items
- 2. Do not include unnecessary items with the shipment
- 3. Attach a list of the articles sent in
- 4. Include a description with each item sent to our service department
- 5. If more than 1 item is sent for maintenance or inspection/repair at the same time, please pack and label each set separately! Each set must be labelled with the serial number of the unit.

Date:	Name (in block letters:	Sign: