

RMA Customer Complaint Form

return shipment to: _____

RSV Ruhstrat Stromversorgungen GmbH

Wareneingang

Vom-Stein-Str. 10

D- 37120 Bovenden

RMA-No.:

(request from RSV)

order data

customer data : _____

invoice no.: _____

or

delivery note no.: _____

customer data

company name: _____

point of contact: _____

address: _____

location: _____

phone: _____

facsimile: _____

email: _____

RMA item / cause of return

- | | |
|-----------------------------------|--------------------------------------|
| <input type="radio"/> defective | <input type="radio"/> wrong delivery |
| <input type="radio"/> wrong order | <input type="radio"/> repair |
| <input type="radio"/> other | |

item number: _____

failure description: _____

I accept the general delivery terms as stated at www.ruhstrat.eu, by signing below.

To process your complaint, you will need to get a valid RMA number from us

1 Please request an RMA number by

phone.: +49 (0) 55 93 / 937 22 - 129 or
facsimile: +49 (0) 55 93 / 937 22 - 222 or
email: RMA@ruhstrat.eu

2. Please include the complaint form with the corresponding RMA number along with returned item

3. Please label the returned item with the RMA number

Important Information

Please return the claimed item, carefully packaged, for transit to the facility.

The customer is responsible for any damages incurred during transport due to insufficient packaging of the item(s). Please ensure that the returned item(s) is not shipped with postage due to our facility or warehouse. Unpaid shipments will not be accepted.

Should the complaint be deemed unfounded, the cost of returning the item(s) will be borne by the customer.

An RMA number is issued exclusively for the purpose of returning the goods and does not constitute any confirmation of claims or additional commitments. Further processing, including the allocation of costs, will be decided on a case-by-case basis depending on the situation.

RSV Ruhstrat Stromversorgungen GmbH

Heinestr. 12, D-37120 Bovenden
phone: +49 (0) 55 93 / 937 22-0
facsimile: +49 (0) 55 93 / 937 22-222
email : info@ruhstrat.eu
web : www.ruhstrat.eu

date and place

signature