Service / RMA Form

kontron
S&T Group

Return to:

Kontron Europe GmbH
- RMA Service -
Gutenbergstraße 2
DE - 85737 Ismaning

Please complete this document, sign it and enclose it with the returning package.

Please deliver the product free to the door and if possible in the original packaging.

Contact:
Phone: +49 89 37 00 58 0
Fax: +49 89 37 00 06 89

Company		Department	
Street		Reference person	
Zip code, Place		Email	
Country		**Unit type / part-no.**	
Phone number		**Serial number**	
Fax		**Warranty**	Yes ☐ No ☐

Failure description:

Failure pattern:
☐ always ☐ sporadic ☐ after ☐ min. ☐ at ☐ °C ☐ in application

Included accessories:

☐ Power adapter	☐ VGA cable	☐ HDMI cable	☐ USB cable	☐ BNC cable	☐
☐ Power cable	☐ DVI cable	☐ DP cable	☐ RS232 cable	☐ Manual	☐

Date _____   Signature _____

You will receive your RMA number with the receipt confirmation.

Repair processing

1. Please use our RMA Form, which can be downloaded from our homepage. Complete the form and include it in the package. We accept deliveries only if the completed form is included.
2. Please create a backup file of your device. For a loss of your files we assume no liability.
3. If your system is password-protected, please provide us with the password. If no password is entered we will reset it to the standard password.
    You can enter it here: _____
4. Please ensure a safe and secure transport and a fitting packing. Risk of conveyance is taken by the sender. We assume no liability for transportation damage.
5. We recommend UPS standard as delivery method. We will not bear charges for additional benefits such as express deliveries. The return has to be delivered free to the door. Within one week you will receive a confirmation of receipt. If you don't get any news from us, please verify the delivery.
6. In case of chargeable repairs you will receive a quote for the repair. After its approval, we will repair your device.

Please note: If the estimate of cost is rejected or if the device has no noticeable errors we are entitled to charge an administration fee of 70,00€.

Will be filled out by Kontron		Gerätezustand	☐ neuwertig ☐ benutzt ☐ stark benutzt
Transportschaden	☐ ja ☐ nein		
Originalverpackung	☐ ja ☐ nein ☐ ersetzen	Zubehör	☐ ok ☐ fehlt
Wiederholfall	☐ ja ☐ nein	LPZ:_____	
RMA-Nummer: _____			