

RMA Document

Ladies and Gentlemen,

In order to be able to process spare parts that you wish to return to us quickly and efficiently, we have systematized the handling of RMA operations.

Therefore, we kindly ask you to follow the procedure:

Procedure RMA operation

- To return any goods to us, you will need to fill in a RMA form first. This form can be found on our website under <https://www.kurtzrsa.com/moulding-machines/news-media/media-downloads/service-support-forms.html> for download.
- Please fill out the form in full and truthfully.
- Send us the completed form to Hotline-MaFa@kurtzrsa.de.
- Within 2 business days, you will receive the document with the RMA number provided by us. Please note: If the information on the RMA form is incomplete, processing may be delayed.
- A form is required for each spare part to be returned, which must be enclosed with the shipment. One RMA number is sufficient for each shipment.

Please make sure that you always return goods in appropriate packaging together with a RMA form in order to avoid damages during transit. In case of insufficient packaging, the costs for damages caused during transit will be charged to you, as we do not achieve any substitute. Furthermore we would like to draw your attention to the fact that RMA forms must be filled out as we otherwise keep us the right to return the shipment to your expenses. Only defect-free goods will be returned. The return must be confirmed in advance in writing by the spare parts management. For processing and restocking, we will deduct a flat-rate handling fee of EUR 150,-.

RMA conditions

- When returning to credit, the return must be in undamaged and unopened original packaging.
- Transport damage must be reported to the responsible transport company immediately.
- Please ensure ESD-compatible packaging for electronic components.
- Repair/testing costs, repackaging will be charged separately. You will receive a chargeable estimate. This will of course be charged with the repair service.
- Please send the spare part incl. the RMA document within 5 working days freight-free and sufficiently insured to the following address:

*Kurtz GmbH & Co. KG
- Customer Service -
Frankenstr. 2
Industriegebiet Wiebelbach
D-97892 Kreuzwertheim
GERMANY*

- The assigned RMA number is only valid for one delivery at a time.