

Return to:

Kurtz GmbH & Co. KG, Customer Service
Frankenstraße 2
Industriegebiet Wiebelbach
D-97892 Kreuzwertheim
Germany

Fax: +49 9342-807-284
 E-Mail: Hotline-MaFa@kurtzrsa.de

RMA no.			
Sender			
Company			
Contact person			
Street			
ZIP code, location			
Phone			
E-mail			
Description of component			
Description		Kurtz Material no.	
Serial no.		Software version	
Operating time		Firmware version	
Delivery note no.			
Reasons for requested return			
<input type="checkbox"/> Repair with cost estimate	<input type="checkbox"/> Repair without cost estimate	<input type="checkbox"/> Calibration	<input type="checkbox"/> Wrong delivery
<input type="checkbox"/> Wrong order	<input type="checkbox"/> Return for credit	<input type="checkbox"/> Expertise	<input type="checkbox"/> Replacement
			<input type="checkbox"/> Warranty repair (only possible, if original receipt is attached)
			<input type="checkbox"/> Credit note
Description of defect		Failure analysis	
		<i>What was the last action taken before that defect occurred?</i>	

Please note:
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. For unjustified returns we raise a service charge of 15% of the goods value.