

Dear business partner

To enable us to quickly and efficiently process complaints or do repairs on items sent back to us, please observe the following procedures.

**Note:**

If material is returned to us without a RMA number, we cannot guarantee that we will be able to process it in the contractually assured time.

## RMA Procedures

1. Please fill in the RMA form completely. It is available on our web site for downloading <http://www.bartec-group.com/rma>  
We will only be able to handle your problem efficiently if this form is filled in completely. After having filled in and signed the form, please send it to **services@bartec.de**. Alternatively, you can fax it to **+49 7931 597-119**.
2. Our 'Retouren Center' will return the RMA form to you with a valid RMA number within 2 workdays. Please note: incomplete RMA forms can delay processing.
3. Finally, copy the confirmed RMA form with the assigned RMA number twice: Please attach one copy in a clearly visible position on the outside of all your returns. Enclose the second copy with the product.

## RMA Conditions

- **Please do not damage or stick anything on the original packaging of the goods!**  
(Use a window envelope and additional packaging).
- When sending consignments for a credit note (e. g. in the case of wrong deliveries), the return consignment must be sent back in undamaged original packaging. We charge a flat rate of 15 % of the net value of the item if the packaging is damaged and we have to replace it and check the devices. Any missing accessories will be charged at list prices.
- For repairs please return the devices **without accessories and remove e. g. all memory extensions, modules etc.** that do not belong to the standard equipment.
- We shall not accept any liability for the loss of any additionally returned parts and accessories that do not belong to the standard equipment!
- The devices must be restored to their original state as delivered; any software from other sources must be removed. If this is not possible, please use the space under Miscellaneous to list the software that is installed on the device.
- If in spite of thorough testing we cannot find the fault you indicate, we shall send back the goods that were the subject of the complaint and charge a processing fee of 90.00 Euro and also charge for any additional costs incurred.
- The assigned RMA number is only valid for returning one product and does not automatically constitute an entitlement to a credit note.
- Please send the goods, carriage prepaid and adequately insured within 5 workdays to following address:  
BARTEC GmbH, Retouren Center, Max-Eyth-Straße 16, 97980 Bad Mergentheim, Germany.