

Complaint and RMA Form

Automation & Enterprise Mobility



Complaint and RMA Form Automation & Enterprise Mobility

Please e-mail to services@bartec.de or fax to +49 7931 597 119. For any queries, please call +49 7931 597 444.

To be filled by BARTEC staff:

RMA number:

Date of receipt:

A complaint processing with fault analysis requires a completely filled check list combined with a high quality of the information.

Customer

*Company

*Street

*Zip code, city

*Country

*BARTEC order conformation no.:

*BARTEC delivery no.:

Contact person

*Name

*Phone

Fax

*E-mail

*Customer order no.:

Important note:

Please note: Please protect returned goods by sufficient packing. All devices must be restored to their original status as supplied and any software from other sources must be removed. If this is not possible, please note the software installed on the device.

For password protected equipment, we would need the corresponding password: _____

BARTEC will not be liable for any damage of software or settings during carrying out the repair on any BARTEC device. Please do not send us any expendable materials, e. g. spare batteries, antennas, cables, holsters, pens, handbooks or other accessories.

General information

*Type no.:

Serial no.:

Article no.:

*Service contract Yes No

*Contract no:

*Others (e. g. inspection stamps or labels):

Operation area

Chemistry

Petro chemistry

Food

Power plant

Onshore

Offshore

*Contamination of the device

Yes

No

Toxic

Oxidizing

Radioactive

Flammable

Explosive

Hazardous to health

Caustic

Biohazard

Others/Heavy metal

*Reason for return

Repair

Wrong delivery

Defect of function

Incomplete goods

Repetition repair (last RMA no.)

Others

* mandatory fields

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How was the error determined?

Which measurements have been performed?

Fault description:

Attachment (e. g. installation pictures, measurement protocols, wiring diagrams):

Your signature constitutes a recognition of BARTEC General Terms and Conditions and the RMA conditions.

Date: Signature: