

Complaint and RMA Form Automation & Enterprise Mobility

BARTEC NEDERLAND b.v., Boelewerf 25, 2987 VD RIDDERKERK

Please send this form (completed and signed) to the person who send you this form or to rma@bartec.nl.

For any questions please call +31 180 41 05 88.

RMA number (will be assigned by BARTEC):

Date of receipt:

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

Customer

Contact person

*Company

*Name

*Street

*Phone

*Zip code, city

Fax

*Country

*E-mail

*BARTEC order conformation no.:

Customer order no.

*BARTEC delivery 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:

*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

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How was the error determined?

Which measurements have been performed?

Fault description:

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

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

Date

Signature

* mandatory fields