

Return form (RMA)

Dear Customer,

In order to be able to process your request efficiently, please read the return conditions (RMA) carefully and fill out our form as completely as possible.

Return (RMA) procedure and conditions

1. Complaints processing:
 - Fill out the following form carefully and send it by fax **+49 7161 60686 29** or send an e-mail to verkauf@evn-components.de
 - We will send you an return number (RMA) as soon as possible
 - Please write the return number (RMA) at the top of the form and attach a copy of the form in your shipment
Complains without the Return form (RMA) can´t be processed!
2. Always ship the product in the original packaging
3. **Wrong delivery** (Not ordered goods, wrong quantity or incorrect item)
Please complete a full goods receipt inspection upon receipt of the goods.
If you have received a wrong delivery, please inform us immediately.
A wrong delivery will be picked up by UPS free of charge. You will receive an automatically generated email with a shipping label.
4. **Damages in transit** shall be reported immediately upon receipt of the goods.
In the case of damage to the parcel or other open defects, the transport company must be informed.
You have to certify the damage by the carrier and attach a copy in your claim.
5. Should the goods show signs of use it is not possible to return or ex-change

Return form (RMA)



Please send all returns to the following address:

EVN electronic components GmbH
Returrnr.: (RMA)
Maybachstrasse 39
73037 Göppingen

Please note that we can only process fully completed forms!

Customer data

Company _____ or customer number: _____
Address _____
_____ Company stamp
Contact person _____
E-Mail _____
Telephone _____

Article data

Article number _____ Quantity: _____
Serial number _____ (if existent)
Order _____ Date: _____
Delivery note _____ Date: _____
Invoice _____ Date: _____

Reason for return – Mark with a cross where applicable

- Goods wrongly ordered (Customer)
- Goods defective (Guarantee period)
- Goods defective (outside the guarantee period) Cost estimate required
- Wrong delivery (Point 3 – Returns (RMA) procedures and conditions)
- Damages in transit (Point 4 - Returns (RMA) procedures and conditions)
- Other: _____

Please always write the exact error description, otherwise processing of your data is not possible.

Place

Date

Signature