

# RMA-Application-Form



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RMA No: \_\_\_\_\_  
(provided by ANKER)

**A valid RMA reference number has to be requested for processing complaints:**

1. Send this form completely filled out and signed as fax to +49 (521) 301-335 or e-mail to [order.entry@aks-anker.de](mailto:order.entry@aks-anker.de)
2. After verification by ANKER this form will be returned to you with a valid RMA reference number.
3. Label your return goods with this RMA reference number clearly visible.
4. Enclose this form with your return goods.

**Sender:**

Company: \_\_\_\_\_ Customer order number: \_\_\_\_\_  
Street: \_\_\_\_\_ Phone/Fax: \_\_\_\_\_  
Postal-code: \_\_\_\_\_ E-Mail: \_\_\_\_\_  
ANKER order number: \_\_\_\_\_ Date: \_\_\_\_\_  
ANKER delivery number: \_\_\_\_\_ Date: \_\_\_\_\_  
ANKER invoice number: \_\_\_\_\_ Date: \_\_\_\_\_  
ANKER production date: \_\_\_\_\_

Reason for return: *(mandatory fields, please fill out)* Online purchase:  yes  no

- Transport damage *(please provide confirmation from executing carrier)*
- Wrong order:  Dealer  Customer
- Wrong delivery *(please describe in detail)*
- Goods defect / defect on arrival:  Dealer  Customer
- Warranty
- Sample
- Repair order
- Other *(please describe in detail)*

**Detailed description:**

Quantity:    Product code:    Product description:    Serial number:

Quantity	Product code	Product description	Serial number

Exchange against replacement unit (refurbished\*) desired:  yes  no (only valid for online purchase)

Name, date und legally binding signature of sender: \_\_\_\_\_

\* refurbished: These are returns that are technically perfect, but may have small defects.  
The warranty period given by ANKER remains unaffected by the sending of a replacement device.



## Important indication for RMA-Applications

Dear customer,

**please read and respect the instructions listed below very carefully, in order to ensure a frictionless and prompt process.**

RMA-Numbers are valid 10 working days after receipt.

The issue of an RMA number does not automatically result in a credit note. It is used to return the goods for further inspection. Your products can only be identified with the RMA number. Otherwise the acceptance of the goods is rejected.

Please attach the RMA number clearly visible on the outside of the shipment.

The return has to be effected within 10 working days after receipt of the RMA number.

After checking the products sent in, we will contact you regarding the further procedure.

### **Return of goods:**

Online orders and incorrect orders can be returned within 14 days of receipt. If no return label is enclosed with the package, the customer is responsible for the freight costs of the return shipment.

Please understand that customer-specific manufactured products are excluded from return.

The returned products have to arrive at ANKER unused and complete (with all accessories and operating instructions).

We recommend that you return the items in the original packaging, making sure that it is not damaged, labeled or pasted.

Please use an over-packaging for the return shipment.

After a positive inspection of incoming goods, an invoice correction for the value of the goods is made for an online order. For other orders, if justified, an invoice correction will be issued for the value of the goods, less the return storage fee listed below.

### **Re-storage fee (Not valid for articles ordered online):**

This fee may be charged for damaged, glued or labelled original cartons and for goodwill returns.

This fee is 15% of the invoice amount, but at least 40 EUR. If a re-storage is not possible, we reserve the right to return the claimed goods to you freight not prepaid.

### **Technical inspection:**

Returns for repair out of warranty will be charged at least with the inspection lump sum. Further costs will be invoiced according to the estimate of costs. Excluded from this are returns of faulty products for which ANKER is responsible within the warranty.

ANKER reserves the right to charge an inspection fee of 50 EUR for products that are not defective.

### **Warranty exclusions:**

The following items are excluded from the warranty conditions:

- Wearing parts (e.g. keypads, coin inserts, coin cups etc.)
- incompletely received products
- electrical components (e.g. magnets, circuit boards, cables, batteries, etc.)
- damage caused by improper installation/handling/transportation/storage/manipulation
- Paint damage caused by the user during operation and/or caused by third parties.

### **Special regulation tablet**

The ANKER specific warranty conditions do not apply to Tablet products.

In case of warranty, the conditions of the corresponding authorized manufacturer apply. Please contact the manufacturer, who will handle the warranty with you.

The general terms and conditions of ANKER are accepted.