

BRESSNER Technology GmbH
RMA-Department
Industriestr. 51
82194 Groebenzell
Germany

To be filled out by BRESSNER

RMA-number		
Warranty	<input type="checkbox"/> Yes	<input type="checkbox"/> No

To be filled out by CUSTOMER

Invoice number	
Invoice date	
Article description	
Serial number	
Accessories	

Company	
Adress	
ZIP code / City	
Country	
Reference nr.	

Contact person	
Phone	
E-Mail	
Fax	
Miscellaneous	

Problem description

Please send the completed RMA form to:	
E-Mail	rma@bressner.de
Fax (alternative)	+49 (8142) 47284-78

_____	_____
Date	Signature

RMA Procedere and Terms

1. If you are unsure if the device is defective, please contact our support department first: +49 (8142) 47284-44
2. Please fill out this form completely (make sure to include a contact person!) and send it to our RMA department before you send the defective equipment to us.
A complete and detailed problem description is required. „Defective“ is not sufficient information.
3. Next you will receive an RMA number that MUST be indicated on your return box. In addition, please enclose a copy of the RMA form with the package. The RMA number is valid for **2 weeks** from the date assigned.
Please send the product **freight prepaid** within the two week period.
4. **Please note that shipments arriving freight collect, without a detailed description of the error(s), without the RMA form or without a valid signature will be returned unprocessed and at your expense!**
5. A credit or free replacement is only possible if the goods are in their original condition (original package is without damage).
6. Enclose accessories only if they are necessary to reproduce the problem (even if the accessories were not purchased from Bressner).
The RMA procedure will be delayed if all necessary accessories are not included for testing!
If the device has a front door please enclose the appropriate key. Please do not send systems that are **password protected**.
If needed, set up a user with administrator privileges and **no password** so we have full access to the system.
7. Backups always the responsibility of the customer. We accept no liability for loss of data.
8. In the case of shipping damage please notify the shipping company.
9. **If no errors are found, then a handling fee of at minimum € 75,- plus VAT will be charged. An administration fee will be charged for the procurement of missing or newer drivers and patches.**
10. If the returned items are no longer under warranty then a handling fee of at minimum € 75,- plus VAT will be charged.