



# NOTES ON WARRANTY CLAIMS AND RMA PROCESSING (Return Material Authorization)

Umwelt-Geräte-Technik GmbH is always committed to supply you only with faultless goods. Nevertheless repair returns can never be avoided completely. In order to be able to process the return and RMA handling quickly we would like to ask you to adhere to the following procedure.

- Before returning the product, please contact our support department at: support@ugt-online.de
- You will receive a RMA number and a RMA form (also at <https://www.ugt-online.de/kontakt/support>).
- Please always indicate a UGT document number (delivery note no., order no., offer no., etc.), so that we can assign your complaint.
- Please make sure that the return of the defective goods is properly packed.
- The device must be sent to us cleaned, otherwise we will charge a cleaning fee.

#### **Required information for return shipment:**

##### **1. RMA number, completed RMA form**

##### **2. detailed description of the defect**

- All shipments received by us without prepaid shipping and shipments without an RMA number cannot be processed. We will return these to the sender immediately.
- The goods will be checked by us and repaired or replaced. Under certain circumstances a repair is only possible by an external manufacturer. Information about the processing status can be obtained from our support team at: support@ugt-online.de.

#### **The warranty is void if:**

- The goods were improperly packed and shipped.
- The specifications have not been observed during commissioning or operation, damage has been caused by third party interference or mechanical damage to the goods.



Products contaminated with substances harmful to health or the environment must not be sent to us and will be rejected unprocessed.

Please return the goods to: Umwelt-Geräte-Technik GmbH, Eberswalder Str. 58, D-15374 Müncheberg, Germany



# RMA - FORM

## (Return Material Authorization)

Date: \_\_\_\_\_

Support case no. (LRNo.): \_\_\_\_\_

THIS IS A FILLABLE FORM – please save as a PDF and email to [support@ugt-online.de](mailto:support@ugt-online.de) – please also include a copy with equipment being returned.

### COMPANY DATA

Company / adress:	Delivery / return address:	Contact person:
		Customer no.:
		Phone:
		E-Mail:

EQUIPMENT DETAILS – please include details of ALL equipment being returned (including cables etc.), no responsibility is accepted for any items not detailed below.

Original UGT documents	Invoice no.:	Order no.:
	Quotation no.:	Delivery note no.:
ALL parts of the return	Amount of returned goods:	
	Article no.:	
	Serial no.:	
Describe problem or reason for return – include any other relevant information		
Type of fault	Warranty <input type="radio"/> Users fault <input type="radio"/> Transport damage <input type="radio"/> Please check <input type="radio"/> No <input type="radio"/>	
If repair is not possible,	<input type="radio"/> Dispose <input type="radio"/> Return the goods	
<p><b>Please enclose the completed RMA form with the return shipment!</b></p>		

Please return the goods to: Umwelt-Geräte-Technik GmbH, Eberswalder Str. 58, D-15374 Müncheberg, Germany