

Complaint and RMA Form

Automation & Enterprise Mobility



Complaint and RMA Form Automation & Enterprise Mobility

Please e-mail to services@bartec.com or fax to +49 7931 597 119. For any queries, please call +49 7931 597 444.

To be filled by BARTEC staff:

RMA number: _____

Date of receipt: _____

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

Customer

*Company _____

*Street _____

*Zip code, city _____

*Country _____

*BARTEC order conformation no.: _____

*BARTEC delivery no.: _____

Contact person

*Name _____

*Phone _____

Fax _____

*E-mail _____

*Customer order no.: _____

Important note:

- Protect returned goods with sufficient packing
- Send the product on its own without any accessories or additional parts e.g. holsters, memory cards, antennas, cables, stylus, manuals, etc – BARTEC is not liable for the loss of accessories or additional parts that are sent in with the product
- Ensure to perform a data and third-party software backup and delete any personal or proprietary information before sending the product to the repair center – BARTEC is not liable for any loss of data and/or third-party software
- In the case of a repair, the warranty shall extend to six (6) months for the respective repair and the installed spare parts or until the end of the original warranty period, whichever ends later
- For password protected equipment, please provide the corresponding password: _____
- BARTEC will not be liable for any damage of software or settings while carrying out repairs on any BARTEC device

General information

*Type no.: _____

Serial no.: _____

Article no.: _____

*Type no.: _____

Serial no.: _____

Article no.: _____

*Type no.: _____

Serial no.: _____

Article no.: _____

*Type no.: _____

Serial no.: _____

Article no.: _____

*Type no.: _____

Serial no.: _____

Article 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

* mandatory fields

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*Reason for return

Repair	Wrong delivery	Defect of function
Incomplete goods	Repetition repair (last RMA no.)	Others

How was the error determined?

Which measurements have been performed?

Fault description:

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

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

Date: Signature: