

RMA FORM



E-Mail: rma@b-plus.com

Address: b-plus GmbH, Ulrichsberger Str. 17, 94469 Deggendorf, GERMANY

Personal data is processed in the RMA form. Please note the corresponding data protection information at <https://www.b-plus.com/en/legal/privacy-policy>.

Client
Your reference number:
Name (Last, First) (Sender)
Company
Technical contact person
Street, No.
ZIP, City, County
Telephone
E-Mail

Invoice recipient (if different)
PLEASE NOTE: If no invoice recipient is specified, the 'client' is the invoice recipient in the case of a charged repair costs. This cannot be changed at a later date.
Company
Name (Last, First) (Contact Person)
Street, No.
ZIP, City, County
Telephone
E-Mail

Support Case
If this is a support case, please indicate CTS ticket number:

Return	
Return to sender	<input type="checkbox"/>
Return to technical contact person	<input type="checkbox"/>
Return to invoice recipient	<input type="checkbox"/>

PLEASE NOTE:

- * If the assembly is out of warranty, b-plus will provide a cost estimate prior to repair **upon request**.
- * The shipping packaging of the assemblies must be appropriate (e.g. sufficient padding or ESD protection). Improper use or packaging of an assembly, as well as damage to the warranty seal, will void the warranty. In the aforementioned cases or in the case of unjustified complaints or those based on operating errors by the customer or improper handling, b-plus reserves the right to charge the costs for diagnostics and troubleshooting separately.
- * Warranty periods are not reset, when parts or entire devices are exchanged.
- * Please note that **no warranty is given for data on supplied storage media and that these may be deleted.**
- * A return / disposal of the product, the batteries or the packaging according to WEEE Directive 2012/19/EU, VerpackG and BattG please accordingly in the field error description.
- * **The RMA number must be clearly written on the packaging, as well as noted on the delivery bill.**

In case of RMAs from NON-EU COUNTRIES, the rules of the Union Customs Code must be taken into account:

- * For RMA's which are outside the European Union at the time of registration, only goods which have also been exported by the b-plus GmbH can be taken back. In other cases please contact the exporter.
- * Only goods that are not older than 3 years and have not changed their appearance and function are imported free of duty and import VAT. With older products the customer takes over the costs for the import (duty u. EUST).
- * All repairs from EU foreign countries must be delivered with the documents provided by b-plus GmbH.

Quantity	b-plus Item-No.	Serial Number	Rev.	Short Error Description	Defect immediately upon commissioning	Defect later during use

Detailed Error Description (amongst others reproduction of error / frame conditions)

Classification: Internal