

RMA - Form



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 Germany

Customer Name: _____ **Customer process- No.:** _____

Contact person: _____ **Telephone:** _____

E-Mail: _____

Product	Version	Serial number

Cause of return:

- Repair / Replacement
- Lending good
- Exchange in advance Process – No.: _____
- Transport damage
- Wrong delivery

Please select the error description:

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> BIOS Problem | <input type="checkbox"/> Fan | <input type="checkbox"/> LAN | <input type="checkbox"/> Temperature |
| <input type="checkbox"/> HDD error | <input type="checkbox"/> Software error | <input type="checkbox"/> USB | <input type="checkbox"/> Capacitors |
| <input type="checkbox"/> FDD error | <input type="checkbox"/> Hardware error | <input type="checkbox"/> COM ____ Port | <input type="checkbox"/> Optical error |
| <input type="checkbox"/> Battery error | <input type="checkbox"/> Beeper | <input type="checkbox"/> VGA | <input type="checkbox"/> Short circuit |
| <input type="checkbox"/> Memory problem | <input type="checkbox"/> CMOS Data loss | <input type="checkbox"/> CRT | <input type="checkbox"/> |
| <input type="checkbox"/> DIMM socket | <input type="checkbox"/> Keyboard controller | <input type="checkbox"/> SCSI | <input type="checkbox"/> |

Detailed error description:

- Complete failure / no function
 - Temporarily failure
- Error appears: always while booting at program start
- temporarily, after: _____ min, _____ hrs.
- components are incompatible with: _____
- Others: _____

Configuration:

CPU:		MHz:		sSpec-No.:	
Memory:					
Power supply:					
Backplane:					
HDD:					
Operating system:					
Additional-card:					

For further inquiries please don't hesitate to contact us by
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