

Dear customer,

We hope, you are happy with our products and services. If it is nonetheless necessary to send something back to us, please note the following description regarding our RMA procedure. We want to process your returns as fast and trouble-free as possible.

## Return Procedure

### Step 1

**Only in case of transport damages: Very important!**

- Report the damage to the delivery company immediately. If you do not do this your insurance coverage will become invalid.
- If the delivery company does not want to check the damage you can return the damaged goods to Videor.  
(cf. step 2).

**Only in case of sample or loan consignment**

Please use the RMA No. stated on the delivery note!

### Step 3

**RMA Form**

- Enter this RMA No. in the respective field on the RMA form and fill in the form completely.
- Please state the number for the return reason on the form and give a detailed description in case of repairs, modifications or transport damages.
- You can find this form on our website at [www.videor.com](http://www.videor.com)

### Step 2

**Issue of an RMA No.**

- Please contact us for an RMA No. for your return

**Tel. No. 0870 7749944**

- Alternatively, you can send the completed RMA form on the next page to the Fax No. 0870 7749955. You will then receive an RMA No. from us or we will call back.

**• Please note that returns without an RMA No. cannot be processed and will be sent back to you.**

- The issued RMA No. applies for a period of 14 days.

### Step 4

**Return Shipment**

- Include a completed RMA form with your return consignment, together with a copy of the delivery note or invoice.
- Write the RMA No. on the outside of the package. Please do **not** write the RMA No. on the original product packaging.
- The goods must be properly packaged.
- Send the package carriage paid to the following address:

*Videor E. Hartig GmbH  
Carl-Zeiss-Straße 8  
63322 Rödermark  
Germany*

**You can reach us here:**

**Videor  
E. Hartig GmbH**  
Carl-Zeiss-Straße 8  
D-63322 Rödermark

**Central Warehouse:**  
Carl-Zeiss-Straße 8  
D-63322 Rödermark/  
Germany

**Head Office:**  
Phone: ++49 6074/888-0  
Fax: ++49 6074/888-100  
[info@videor.com](mailto:info@videor.com)

**VIDEOR U.K.**  
The Cottage, Ashlyns Hall,  
Chesham Road,  
Berkhamsted,  
Hertfordshire HP4 2ST  
Phone: +44 870 / 7749944  
Fax: +44 870 / 7749955

**Service:**  
Tel.: ++49 6074/888-215  
Fax: ++49 6074/888-117  
[service@videor.com](mailto:service@videor.com)

**Internet:**  
[www.videor.com](http://www.videor.com)

Vous trouvez ce formulaire en langue française sous le site [www.videor.com/rma/fr](http://www.videor.com/rma/fr)

Sie finden dieses Formlular in deutsch auf unserer Website unter [www.videor.com/rma/dt](http://www.videor.com/rma/dt)

Encuentran este formulario en castellano bajo [www.videor.com/rma/](http://www.videor.com/rma/)

