

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

Step 2

Issue of an RMA No.

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

Continent: +49 6074 888-300
U.K.: +44 0870 7749944

- Alternatively, you can send the completed RMA form on the next page by Fax. 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

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

Internet:
www.videor.com

Vous trouvez ce formulaire en langue française sous le site www.videor.com/rma/fr

Sie finden dieses Formlular in deutsch auf unserer Website unter www.videor.com/rma/dt

Encuentran este formulario en castellano bajo www.videor.com/rma/

RMA-Form

Fax Continent: +49 6074 888-166
 Fax U.K.: +44 0870 7749955

Please fill in completely and clearly!

Company: _____ Customer No.: _____

First Name: _____ Last Name: _____

Street: _____ Postale Code/City: _____

Country: _____ eMail: _____

Telephone: _____ Fax: _____

Your contact at Videor: _____

RMA-No. for this return

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Please always state the return reason!

- Return reasons:
- 03** Transport damage *(Please describe!)*
 - 05** Samples or loan consignment returned
 - 06** We ordered wrong items
 - 07** Videor delivered wrong items
 - 15** Substitute delivery returned
 - 93** Please make a quote for costs of repairs
 - 94** Warranty repair *(Please describe!)*
 - 95** Modify article *(Please describe!)*
 - 99** Other reason *(Please describe!)*

The following articles are sent back:

Amount	Art-No.	Type	Serial No. (if applicable)	from Delivery/Innvoice No.	Reason

Comments/Fault and damage description:

Important!
 Please always fill in reasons for repairs, modifications and transport damages (return reasons 03, 93-95, 99)!

Only for transport damages

Delivery Company: Shipping agency United Parcel Service Deutsche Post _____

The damage is visible invisible When was the damage discovered? _____

Was the apparent damage notified to the delivery company? yes no

 City/Date Signature/Stamp