

RMA Request Form

Special Instructions

- > Prior to returning any product under the warranty, please make sure to request an RMA Number with this form. Due to logistic reasons, we cannot accept any products sent without an RMA Number.
- > Please send your RMA Product, the RMA Number, a copy of the invoice and a detailed description of the problem (in case of defective product) to: MEGATECH communication GmbH, Gewerbepark Leutzing 5+7, 94508 Schöllnach.
- > DOA-Cases that were agreed upon with our RMA Hotline must be sent in its original packaging including all accessories that were included in delivery. We do not assume liability for any additional accessories sent that were not part of the original delivery.
- > The issuance of a RMA Number qualifies for returning the product but is not an approval for free-of-charge processing under the warranty. A decision about warranty coverage can only take place once the product/defect has been inspected.
- > We do not assume liability for any damages to returned product as a result of improper packaging.
- > Please contact our RMA Hotline for further questions at +49 (0) 9903-9324-244, or per email at: rma@megatech-communication.de

Company Information	
Customer ID:	Company Name:
Email: *	Contact:
RMA Position 1 (*= required fields)	
Invoice Number: *	Invoice Date: *
RMA-Number: * A) Defective F) Product not in original packaging B) Dead-on-Arrival G) Delivered twice C) Incorrectly ordered H) Wrong item sent D) Wrong/Missing Accessories I) Mistake of sales E) Signs of usage J) Damaged in transit	Description of Problem: * (please note that „defective product“ is not a sufficient problem description)
Item Number: *	
Serial Number: *	
Your Reference Number:	
Accessories:	
RMA Position 2 (*= required fields)	
Invoice Number: *	Invoice Date: *
RMA-Number: * A) Defective F) Product not in original packaging B) Dead-on-Arrival G) Delivered twice C) Incorrectly ordered H) Wrong item sent D) Wrong/Missing Accessories I) Mistake of sales E) Signs of usage J) Damaged in transit	Description of Problem: * (please note that „defective product“ is not a sufficient problem description)
Item Number: *	
Serial Number: *	
Your Reference Number:	
Accessories:	
Send by Email to our distribution department:	