

# RMA Repair Packing Slip

**Send to:** VITRONIC Dr.-Ing. Stein  
 Bildverarbeitungssysteme GmbH  
 Kundendienst/Reparatur  
 Hasengartenstr. 8  
 D-65189 Wiesbaden  
 Fax: +49 (0) 611-7152-833  
[www.vitronic.com](http://www.vitronic.com)

VITRONIC will issue a RMA number within 48 hours after the RMA REQUEST FORM is received. If you do not receive a confirmation that we received your request by fax or e-mail, then please re-send your request or contact VITRONIC as soon as possible.

- Fill out the RMA request to your best knowledge and print the form.
- Please fax to +49 (0) 611-7152-833 or e-mail to [rma@vitronic.de](mailto:rma@vitronic.de) to request a RMA number.
- Any service must be approved by VITRONIC according to VITRONIC Warranty Policy and Discretions.
- All RMA returns must follow these instructions:
  - All RMA returns must prominently display the RMA number on the shipping label.
  - All RMA returns must be freight in proper shipping packages with this approved RMA form attached as your packing slip. Required repair services beside the terms of contract will be carried out at the customer's expenses.
  - Use shipping carriers that can provide a tracking number for the return RMA package.
- The RMA request form with RMA number must be shipped with the returned goods. A copy of your packing list must accompany all returned products.

<b>RMA#</b>		Date			
Company Name and Address		Company ID# (VITRONIC ID#)			
Contact Name					
Phone	Fax	e-mail			
Planned Ship Date	Planned ship via				
VITRONIC Article#	VITRONIC Serial#	Warranty Yes / No	Material Description	Project (# / Site / Description)	Reason for Return