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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **RMA - No.:**  **(provided by TKM, request via Email:** [**qs@tkm-gmbh.de**](mailto:qs@tkm-gmbh.de)**)** | | | | | | | | **Date:** | | | |
|  | | | | | | | | | | | |
| **Customer:** | | | | | | | | Delivery number:  Order confirmation:  (if delivery number not available)  Distributor:  (if not delivered by TKM) | | | |
| Contact person: | | | | | | | |
| Tel.: | | | | | | | |
| Fax.: | | | | | | | |
| Mobile: | | | | | | | |
| E-mail: | | | | | | | |
|  | | | | | | | | | | | |
| **Product name:** | | | | | | | | | | | |
| **Part number:** | | | | | | | | **Serial number:** | | | |
|  | | | | | | | | | | | |
| **Reason for returning:** (please mark the reason here) | | | | | | | | | | | |
| **Repair** | | | | | **Return from trial / training** | | | | | | **Return for credit** |
| **Exchange** | | | **Upgrade** | | | | **Warranty** | | | | **WEEE – electr(on)ic waste** |
| **Other:** | |  | | | | | | | | | |
|  | | | | | | | | | | | |
| **Problem description:** (as detailed as possible) | | | | | | | | | | | |
| **Out of box failure** | | | | **In service failure after       months** | | | | | **In service failure after > 24 months** | | |
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| **Configuration:** (if relevant) | | | | | | | | | | | |
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| **Environment:** (if relevant, including operation systems, interface, temperature etc.) | | | | | | | | | | | |
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|  | | | | | | | | | | | |
| **Steps to reproduce issue:**  (If performed, please note name of personnel involved, date and test result) | | | | | | | | | | | |
|  | | | | | | | | | | | |
|  | | | | | |  | | | |  | |
| **Delivery address:** | | | | | |  | | | | **Return address:** | |
| **TKM GmbH**  **Qualitaetsstelle**  **Memelstrasse 138**  **D 41238 Moenchengladbach / Germany** | | | | | |  | | | |  | |
|  | | | |
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|  | | | |
|  | **Please include this RMA request form with the product!** | | | | | | | | | | |