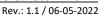




The return of previously delivered items with the aim of replacement, repair or credit. Use a separate RMA form for each item.

Service data:						
Date in: (dd-mm-yyyy)			RDA Service order no.: (RDA only)			
Company info:						
Company name:						
Company location:						
Contact person:						
Telephone:						
E-mail address:						
Your reference:						
Part info:						
RDA part number:				Quantity:		
Description:						
Serial number:				□ Warra	nty claim	
RDA order/invoice number:				☐ Repair	☐ Repair	
				☐ Return	n delivery	
				☐ Wrong	g delivery	
Reason for returning	; :					
Error description:						
RDA only:						
Date in:			By:			
(dd-mm-yyyy)						

Service & return form





RDA uses the following procedure for returned items:

- For every repair offered you receive a service order confirmation, always use this order number for communication with RDA.
- RDA will first assess the items you offer and if necessary for further inspection forward to our supplier.
- If the article is no longer within the warranty period, you will be informed by RDA and receive a quote for the repair costs.
- If applicable, we will receive an agreement for the execution of the repair according to the quotation offered.

Additional terms:

- Returned materials must be correctly packaged and accompanied by the correct documents (Service & return form, invoice and/or delivery note).
- The reason for return must be stated. Include information about the error (s) found.
- Materials that are sent to replace a defect part will be charged and will only be credited if there is a valid warranty claim and the article in question can be added to our inventory as new.
- When we find no problem in the returned part, €25,00 will be charged as research costs.
- For repairs outside the warranty period, we will add shipping costs to the repair costs.
- RDA provides 3 months warranty on repairs out of warranty.
- In the case of return delivery for crediting in connection with wrongly ordered and/or unnecessary,
 we will credit a maximum of 75% of the sales price, provided that the items in question can be sold as
 new. With the exception of items ordered especially for you.
 Shipping costs will not be credited.