

Complaint and RMA Form

Automation & Enterprise Mobility

BARTEC NEDERLAND b.v.



Complaint and RMA Form Automation & Enterprise Mobility

Please send this form (completed and signed) to the person who send you this form or to rma@bartec.nl.

For any queries, please call **+31 180 41 05 88**.

To be filled by BARTEC staff:

RMA number: _____

Date of receipt: _____

A complaint processing with fault analysis requires a completely filled check list combined with a high quality of the information.

Customer

*Company _____

*Street _____

*Zip code, city _____

*Country _____

*BARTEC order conformation no.: _____

*BARTEC delivery no.: _____

Contact person

*Name _____

*Phone _____

Fax _____

*E-mail _____

*Customer order no.: _____

Important note:

Please note: Please protect returned goods by sufficient packing. All devices must be restored to their original status as supplied and any software from other sources must be removed. If this is not possible, please note the software installed on the device.

For password protected equipment, we would need the corresponding password: _____

BARTEC will not be liable for any damage of software or settings during carrying out the repair on any BARTEC device. Please do not send us any expendable materials, e. g. spare batteries, antennas, cables, holsters, pens, handbooks or other accessories.

General information

*Type no.: _____

Serial no.: _____

Article no.: _____

*Service contract Yes _____

No _____

*Contract no: _____

*Others (e. g. inspection stamps or labels): _____

Operation area

Chemistry _____

Petro chemistry _____

Food _____

Power plant _____

Onshore _____

Offshore _____

*Contamination of the device

Yes _____

No _____

Toxic _____

Oxidizing _____

Radioactive _____

Flammable _____

Explosive _____

Hazardous to health _____

Caustic _____

Biohazard _____

Others/Heavy metal _____

*Reason for return

Repair _____

Wrong delivery _____

Defect of function _____

Incomplete goods _____

Repetition repair (last RMA no.) _____

Others _____

* mandatory fields



How was the error determined?

Which measurements have been performed?

Fault description:

Attachment (e. g. installation pictures, measurement protocols, wiring diagrams):

Your signature constitutes a recognition of BARTEC General Terms and Conditions and the RMA conditions.

Date: _____ Signature: _____