

## RMA Terms & Conditions

### RMA returns to:

Brähler Systems GmbH  
- **Service Center** -  
Auf der Alten Burg 6  
53639 Königswinter  
Germany

- For customs and shipping reasons it is absolutely necessary for you to notify us of returns of goods in advance by filling out and sending the service form. You will then promptly receive a processing number (RMA number) and the necessary additional processing information from us.
- Please enclose a filled out and signed service form for each device type with the shipment for repair and deliver them exclusively to the specified contact address. Create an error description that is as precise as possible so that we can process your RMA as quickly as possible. If there is not enough space then please use the backside or include an additional sheet.  
Your repairs can be processed quickly and efficiently only if this form is completely filled out.
- Send the goods for repair in their original packaging or use suitable shipping packaging. In particular, please make sure that the goods are packaged in a shockproof and ESD-proof way. Goods we receive that are damaged due to improper or deficient packaging are excluded from the guarantee.
- Please provide sufficient postage for the shipment of your goods. Freight collect shipments will not be accepted and will be returned to you.
- After the goods have been received you will receive an acknowledgement of receipt from us. If the repair is subject to a charge then you will receive an offer from us if the repair is not cost-effective (e.g. the repair costs exceed the fair value of the device).
- If a cost estimate is desired for a repair then this must be ordered by the customer. The expenses for the preparation of a cost estimate will be applied to the costs of the ordered repair. If the repair is not ordered then they will be invoiced to the customer.
- For articles that have been modified it is to be clarified with BRÄHLER systems in advance whether they can be analysed or repaired by us.
- Please thoroughly check whether there is actually a defect before making the return shipment. If you cannot exclude the possibility of a defect in the device, please contact our Support team [service@braehler-systems.com](mailto:service@braehler-systems.com).  
For unjustified complaints we charge a flat-rate processing fee for each article sent.  
This amounts to:
  - a) EUR 50.00 for articles with a current gross list price of less than EUR 250.00
  - b) EUR 100.00 for articles with a current gross list price of EUR 250.00 or greater.
- If a replacement device is delivered then the liability period of the warranty for the original device will be continued. The liability period does not begin anew.
- Our 'Contractual Terms & Conditions for Repairs' also apply.

Thank you for your assistance.  
BRÄHLER Systems

# SERVICE (RMA) FORM

<b>Repair ticket / RMA no.:</b> (assigned by BRÄHLER Systems)	
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## Customer/billing address

Customer number	Street address
Company	Postal code, city
Contact person	Country
Phone	E-mail
Operator/operating place	<input type="checkbox"/> differing delivery address

## Item 1 (for further items copy the form & enter the next number)

Article name	Brähler Delivery note
Serial no./code	Brähler Delivery date
Article no./type	Brähler Invoice no.
Error since	<input type="checkbox"/> First complaint <input type="checkbox"/> previous RMA no.
Error type <input type="checkbox"/> sporadic <input type="checkbox"/> continuous <input type="checkbox"/> individual device <input type="checkbox"/> hardware malfunction <input type="checkbox"/> total system failure <input type="checkbox"/> other	
Detailed error description	
System & user information	
Notes	
Date	Signature

## Appendices to the error documentation

- Number of devices:
- Error log
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## Contact Service:

Brähler Systems GmbH  
- Service Center -  
Auf der Alten Burg 6  
D-53639 Königswinter  
Germany

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☎ +49 2244 8414-444

✉ [service@braehler-systems.com](mailto:service@braehler-systems.com)