

**RMA - return form**

Mediaform Informationssysteme GmbH  
**Technical Support**  
 Borsigstraße 21  
 21465 Reinbek  
 Germany

In the event of a return due to an exchange or a warranty repair, a return shipment in the original packaging incl. accessories is expected. If the manufacturer's original packaging is not available, the product will be returned in transport packaging at a charge. Devices with signs of use and/or missing packaging are generally excluded from exchange.

Customer number (if available):

Company name:

Address:

Contact person:

(please use block capitals)

Telephone number:

E-Mail:

Fax number:

Device:

Serial Number:

Accessories:

Reason for return

Defect (please describe exactly!)

Other reason

Wrong order / exchange

Reasons:  wrong article delivered

Function

Quality

Warranty repair

If no warranty defect can be detected, we will provide a non-binding cost estimate.

Inspection

For troubleshooting, test run and error report we charge a flat fee of 50.00 EUR plus VAT. We will credit this amount if you purchase a new unit.

**Your Contact to Mediaform**

**Mediaform Informationssysteme GmbH**  
 Technical Support  
 P.O. Box 1347 · 21453 Reinbek · Germany  
**FreeCall: 0800 - 70 00 099** (free from germany)  
 Phone: +49 40 727360-61  
 E-Mail: [bcsupport@mediaform.de](mailto:bcsupport@mediaform.de)  
[www.mediaform.de](http://www.mediaform.de)

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 Date, Place

-----  
 Signature, Stamp



**Please enclose the return form with the goods.**



## Checklist for the return of goods

**For a quick processing of your return of goods, please note the following:**

- Fill in the form and give an exact description.
- Complete and sign the RMA form and enclose it with the return.
- Exchange: Return only in original packaging incl. complete accessories.

The processing of returns is based exclusively on the general terms and conditions of Mediaform Informationssysteme GmbH. Only complete and originally packaged goods can be processed and returned! No liability will be accepted for damage caused by improper handling or packaging. We regret that we must return shipments that do not comply with these conditions to you freight collect.

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### Our TIP

- **The more precisely you formulate your error description, the faster you will receive your goods back.**  
**When returning goods, please ensure that the items are adequately cushioned or packed.**
- **Take out transport insurance with your carrier.**

### Returns service

You can use the DHL returns portal to frank your shipment and request an **uncomplicated collection** within Germany. This service is **free of charge** for you! Simply choose between the following options:

- Drop off your shipment at a post office
- Drop off your shipment at a Packstation
- Handing over the shipment to a DHL driver
- Ordering a pick-up directly in the returns portal



For returns outside Germany, please use the insured local parcel service.

You can find all details at <http://shop.mediaform.de/ruecksendung>

If you have any questions, please do not hesitate to contact us by phone at **+49 40 727360-488**.

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Please return the goods together with the RMA form to:

### Mediaform Informationssysteme GmbH

Technical Support

Borsigstraße 21

21465 Reinbek /Germany