Consignment Note

Please complete the form in block letters and enclose a copy of the invoice.

Company*	Name*
Country*	First Name*
Costumer Number	Street/ Number*
Invoice Number	Zip Code/ Location*
Invoice Date	Telephone
Signature	Email*

The following items will be returned complete and in their original packaging:

RMA-No. **	Qty	Order No.	Product Name	Serial Number*	Reason*	

Please specify the reason for return according to the indication below

10 = Wrong item delivered
11 = Incorrect delivery quantity
12 = Delivered twice
13 = Goods received too late
14 = Unrequested replacement article
20 = Incorrect catalogue illustration
21 = Ambiguous catalogue text
30 = Transport damage (enclose supplier's confirmation)
31 = Delivery incomplete (complete fault description)
32 = Technical defect (complete fault description)
33 = Warranty repair (complete fault description)
50 = Other reason (please specify here):

* Required fields

Fault Description

GOEPEL electronics

IMPORTANT! In case of technical defects, transport damage or repair shipments (reason 30-33) please always fill in!

Detailed fault description (If necessary, enclose a printout of the error message):

Support addresses and phone numbers in Germany

GOEPEL electronics GmbH
ATS Support
Goeschwitzer Str. 58-60
07745 Jena
Germany

Telephone Reception
+49 / 3641 / 6896 0

RMA Information
+49 / 3641 / 6896 597

Email
ats.support@goepel.com

Internet
http://www.goepel.com

Additional information: The error occurs...

☐ on computer startup ☐ After about …… minutes of operation

☐ on software start ☐ The computer won't start

☐ irregular/ sporadic ☐ The item has visible damages

Used computer configuration:
Processor:
Main memory:
Operating system and version:
Other:

**Important notice:

Please contact our RMA department to obtain a processing number. This enables us to process your complaint quickly. Our general business and service conditions apply.