



Request for RMA-Number

(Return Merchandise Authorization-Number)

- Please fill in the return request and send it to: **repairs_returns@dacvision.com**
(This guarantees a quick processing.)
- Please use one note for returns from the same original delivery of machine or spare parts or consumables.
- Separate requests should be used for returns from each additional delivery.

Customer:

Company and Place:

Customer-Code:

Contact:

Email:

Phone:

Date:

Please specify:

Machine type:

Machine No.:

Year of manufacture:

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Number of shifts/day: 1 2 3

Spare parts/consumables have been delivered with:

DAC Technologies order No.:

or Delivery note No.:

or Invoice No.:

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Items Returned:

Pos.	Part #	Description	Serial # or Lot #	Qty.	Warranty (Yes or No)	Reason**	Destination***
1							
2							
3							
4							
5							

** Reason for return:

*** Destination:

A	Damage during operation
B	Transport damage
C	For functional test
D	Difference in quality
E	Supplied by error
F	Ordered by error
G	Arrived defective
H	Other reason

1	Back for credit. Replacement not necessary
2	Back to DAC Vision. Replacement already received
3	Replacement has to be effected
4	After repair/overhauling back to customer



Important:

- A description of the problems helps us to improve our products continuously.
- Without significant description of problem it would not be possible to provide a RMA-No.!

Description of the problems

	How did the problem occur?	What has caused the problem?
Pos. 1 Article designation:		
Pos. 2 Article designation:		
Pos. 3 Article designation:		
Pos. 4 Article designation:		
Pos. 5 Article designation:		

Special Note:

(Here you will find space to fill in special information for us.)

Thank you very much!