GLEN DIMPLEX
DEUTSCHLAND

RMA Number Request Form / No. _____

Return by fax +49 (0) 92 21 / 70 9-3 38

or mail to:

Glen Dimplex Deutschland GmbH
Servicezentrum
Am Goldenen Feld 18

95326 Kulmbach

Returned by:

Cust. service no: ⌊ ⌋⌊ ⌋⌊ ⌋⌊ ⌋⌊ ⌋⌊ ⌋⌊ ⌋ / ⌊ ⌋⌊ ⌋⌊ ⌋

Company _____

Street _____

Postal code/City _____

Contact person _____

Phone/fax no. _____

E-mail address _____

Commission _____
(company/ contact person/phone, fax)

_____

Please note: After checking your information, we will send you a return authorization form including an RMA number which you must enclose with all your returns. GDD will not accept any return without an RMA number !!
(This request form is not a return authorization form !!)

Reason for Return:

❑ Wrong shipment ❑ Ex gratia ❑ Transport damage ❑ Warranty (for warranty claims please enclose proof of purchase)

❑ Return (credit for returns can only be granted for undamaged products in the original packaging, minus 15% handling fee. To be returned franco domicile.)

Comment: _____

Item	Part Number	Description	Quantity

to be filled out completely in case of warranty claims

Device data:

Type	Serial / service no.	Manufacture date	Commissioning date:

Date of purchase:	Date of delivery:	Supplier:	Date of complaint:

Fault description:

Leakage	Mechanical	Electrical/ Wiring
☐ screwed connection	☐ installation position, part	☐ loose
☐ soldered joint	☐ connection	☐ defective
☐ component part	☐ housing	☐ interrupted
☐ plant failure		
☐ device failure		

Fault description / part that caused the malfunction:

Customer reference	Date of reference document	Invoice no.	Signature of applicant

To be completed by GDD Service Center

GDD fault code : _____

Part that caused the malfunction: _____

Handling notes: _____

❑ Credit ❑ Warranty ❑ Ex gratia ❑ To be charged to sender
❑ Techn. evaluation ❑ Scrapping ❑ Repair ❑ A-warehouse

Authorization	KA	VH	PM	ADM
Date				
Signature				

Defective parts:

❑ to be scrapped by ADM

❑ to be scrapped by customer

❑ to be returned by customer

Scrapping confirmation
Signature (customer)

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