

RMA Covering Letter



DESCRIPTION OF INCIDENT

RMA-Number

Full Name

Telephone

E-Mail Address

PLEASE NOTE

- › Please use the original packaging.
- › We exclude liability for transport damages during transmittal.
- › We cannot guarantee that your data will be kept on your device!
- › Please completely fill in this form. Failure to provide sufficient information may delay the RMA case significantly.
- › Please send along a copy of your invoice – if available.
- › When contacting us with questions about your RMA case, please provide your RMA number.

ERROR DESCRIPTION

› Please give us information on processes that led to the error or enter specific notes on software problems. You are welcome to send us results of your own tests. The more accurately you can describe the bug, the faster we can repair your device.

ACCESSORIES SEND ALONG

PSU Battery Bag

PSU cable removed graphics card
(only for Desktop PCs)

Other

IMPORTANT INFORMATION ABOUT DEVICE

BIOS password

Windows password

Operating system

Data saved

Re-installation of Windows and drivers possible

OPTICAL FAULTS/ MECHANICAL DAMAGES BEFORE TRANSMITTAL

RETURN ADDRESS

Full name

Street / Number

Postal Code / City

Country

Pick-Up after completion of RMA case