

RMA Covering Letter



DESCRIPTION OF INCIDENT

RMA-Number

Full Name

Telephone

E-Mail Address

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.

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.

ACCESSORIES SEND ALONG

<input type="checkbox"/> PSU	<input type="checkbox"/> Battery
<input type="checkbox"/> PSU cable	<input type="checkbox"/> Bag
Other <input type="text"/>	

IMPORTANT INFORMATION ABOUT DEVICE

BIOS password

Windows password

Operating system

<input type="checkbox"/> UEFI activated	<input type="checkbox"/> Data saved
<input type="checkbox"/> 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