

Return Material Authorization (RMA)

Ticket number:

DGT _____

Return address:

Company: _____

Name: _____

Street: _____

Zip code: _____ City: _____

Country: _____

Phone: _____ Fax: _____

E-Mail: _____

Return address:

Company: _____

Name: _____

Street: _____

Zip code: _____ City: _____

Country: _____

Phone: _____ Fax: _____

E-Mail: _____

Receiving address:

DURAG GmbH

Division Repair
Kollastrasse 105
22453 Hamburg
Germany

Mail: repair@durag.de

Phone: 0049 (40) 554 218-(0) 1155

Different return address:

Company: _____

Name: _____

Street: _____

Zip code: _____ City: _____

Country: _____

Phone: _____ Fax: _____

E-Mail: _____

Your order number:

Device: _____ Serialnumber: _____ Year of construction: _____

Services desired (please mark):

- Repair
- Quote
- Test certificates
- Repair under warranty

Error pattern:

- Without function
- Service required
- Mechanical defectiv

Detailed error description: _____

Accessories: _____

Contact details:

Name: _____

Phone: _____

E-Mail: _____

Note: Equipment returned to DURAG which was installed in areas hazardous to health, will be cleaned according to the prevailing regulations of the work safety and health protection. The cleansing is subject to a charge.
All transport and import/ export costs for returned/ repaired equipment are for the account of the buyer.

**Dear customer,
for the clarification of the return delivery, we need exact data**

Return address

Company: _____ Street: _____
Zip code: _____ City: _____ Country: _____
Contact person: _____
Phone: _____ Mobile: _____
E-Mail: _____

Return delivery via forwarder: _____
City of forwarder: _____
Contact person: _____
Phone: _____ Mobile: _____
E-Mail: _____

Return delivery via Courier: _____
(UPS, TNT, DHL, ...) _____
Contact person: _____
Phone: _____ Mobile: _____
E-Mail: _____
Account number: _____

Standard return delivery

Returns are always to be paid by the recipient, including all additional costs

Authorized signature: _____

Stamp of the ordering organization: