

Complaint and RMA Form

Automation & Enterprise Mobility



Complaint and RMA Form Automation & Enterprise Mobility

Please e-mail to services@bartec.com or fax to +49 7931 597 119. For any queries, please call +49 7931 597 444.

To be filled by BARTEC staff:

RMA number: _____

Date of receipt: _____

A complaint processing with fault analysis requires a completely filled check list combined with a high quality of the information.

Customer

*Company _____

*Street _____

*Zip code, city _____

*Country _____

*BARTEC order conformation no.: _____

*BARTEC delivery no.: _____

Contact person

*Name _____

*Phone _____

Fax _____

*E-mail _____

*Customer order no.: _____

Important note:

Please note: Please protect returned goods by sufficient packing. All devices must be restored to their original status as supplied and any software from other sources must be removed. If this is not possible, please note the software installed on the device.

For password protected equipment, we would need the corresponding password: _____

BARTEC will not be liable for any damage of software or settings during carrying out the repair on any BARTEC device. Please do not send us any associated parts, e.g. spare battery, holster, antenna, cable, stylus, user manual or other accessories.

General information

*Type no.: _____ Serial no.: _____ Article no.: _____

*Type no.: _____ Serial no.: _____ Article no.: _____

*Type no.: _____ Serial no.: _____ Article no.: _____

*Type no.: _____ Serial no.: _____ Article no.: _____

*Type no.: _____ Serial no.: _____ Article no.: _____

*Service contract Yes No *Contract no.: _____

*Others (e. g. inspection stamps or labels): _____

Operation area

Chemistry

Petro chemistry

Food

Power plant

Onshore

Offshore

*Contamination of the device Yes No

Toxic

Oxidizing

Radioactive

Flammable

Explosive

Hazardous to health

Caustic

Biohazard

Others/Heavy metal

*Reason for return

Repair

Wrong delivery

Defect of function

Incomplete goods

Repetition repair (last RMA no.)

Others

* mandatory fields

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How was the error determined?

Which measurements have been performed?

Fault description:

Attachment (e. g. installation pictures, measurement protocols, wiring diagrams):

Your signature constitutes a recognition of BARTEC General Terms and Conditions and the RMA conditions.

Date: Signature: