

# TELEFAX



**AN** **MASS GmbH**  
to Josef-Bautz-Str. 15  
D-63457 Hanau

**Absender:**  
sender

**Sachbearbeiter:**  
official in charge

**Tel.:** ++49 (0) 6181 / 90688 - 0

**Tel.:**  
phone

**Fax:** ++49 (0) 6181 / 90688 - 20

**Fax:**

## Geräte- / Baugruppenreparatur

*repair of instruments / assemblies*

## Antrag auf Erteilung einer RMA-Nr.

*request for RMA- No.*

Stück <i>qty</i>	Type/Artikel-Nr. <i>type/partnumber</i>	Bezeichnung <i>description</i>	Seriennummer <i>serial no.</i>	Fehlerbeschreibung <i>error description</i>	RMA-Nr. <i>RMA-No.</i>
					wird von MASS ausgefüllt! MASS fills out!

Ihre Auftragsnummer (falls vorhanden) \_\_\_\_\_  
*your order no. (if available)*

Kostenvoranschlag gewünscht?  
*estimated costs requested?*

ja  nein  
*yes no*

**Alle Rücksendungen lösen eine Bearbeitungs-Pauschale von mindestens € 85,- aus, die auch bei Nicht-Reparatur fällig ist und nur bei Gewährleistung entfällt. Es gelten unsere RMA-Bedingungen.**

***All returns are liable to pay handling charges of at least € 85,- even if you cancel the repair.***

***Only in case of warranty this charge is omitted. We refer to our RMA Procedure.***

Datum: \_\_\_\_\_  
*date*

Unterschrift: \_\_\_\_\_  
*signature*

wird von MASS ausgefüllt und an Absender zurückgefakt !  
MASS fills out and sends back to sender !

Datum: \_\_\_\_\_ Unterschrift: \_\_\_\_\_

gültig 2 Monate  
*valid 2 months*

## RMA (Return of Material Authorization) Procedure

MASS offers a variety of possibilities how to get your unit repaired. You have the choice of:

- Repair of the unit at the MASS facility Use our form **RMA-REPAIR**
- Standard exchange of spare parts Use our form **RMA-REPAIR**
- Pre-Exchange of spare parts Use our form **RMA-REPAIR**
- Purchase of spare parts Wearing parts or restocking of your warehouse

### Instructions

In order to give you the best service, it is necessary to follow our instructions.

- Please always apply for a RMA number before returning any units for repair or any defective spare parts for exchange. We require that you complete our form **RMA-REPAIR**
- If the RMA form is completed correctly, we will issue a RMA number within two working days and fax it back to you. This RMA number is valid for four weeks.
- Please affix our service tags to the defective parts.
- Put a copy of your delivery note and the RMA form inside the package.
- Please return the defective parts with this RMA number within four weeks freightage prepaid to us.
- Any returns of defective units or parts without valid RMA number will not be accepted and, without prior notice, returned to you at your cost.
- After four weeks we will debit you for any return of replaced spare parts with a restocking charge of 15%.
- After six months we will not credit any returns.

### Repair and handling charges

With sending the RMA-REPAIR document to MASS GmbH you agree to the following items:

- For each repair MASS will charge an amount of Euro 85,- as a handling charge which includes the repair offer and the repair report in case that you decide MASS should do the repair.
- If you decide that MASS should not repair the unit after you have received our offer, we are allowed to charge you with additional Euro 85,- for the inspection costs.
- Our repair time will be charged with Euro 21,25 every 15 minutes. Our estimated repair time plus the material costs will be mentioned in our offer. We need your order with your signature before we start the work.
- Our invoice includes costs for packing/transport, which are not applied in case of warranty. Our prices for repair are net. and payment is due within 14 days.

### Purchase of spare parts

We suggest to keep a stock of the most needed spare parts in your warehouse. Please order them at the address given below.

### Requests

If you need information on warranty status, specific spare part numbers etc. please give us all details you can obtain. In order to identify a specific spare part we need the serial number or at least the part number of the unit.

### Warranty

Our standard warranty period is 12 months for units and 6 months for spare parts, beginning with date of delivery.

The following components are not covered by warranty or have different warranty times

- Batterie
- Broken displays or touch screens
- Damaged O.S. or software
- Fans
- Broken or bent mechanical parts

### Contact and Delivery Address

MASS GmbH  
Service department  
Josef-Bautz-Str. 15  
D-63457 Hanau

Tel.: ++49 (0)6181 90688 - 0  
Fax: ++49 (0)6181 90688 - 20  
E-mail: info@mass.de