Schneider Digital
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RMA-Serviceabteilung
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RMA-FORMULAR FOR RETURN
Please for each article one formular!

Part number: ____________
Serial number: ____________

For Processing we need the Part number, Serial number and a description in which manner the error appears.

**Description of the Error** (defect, fault, failure is not sufficient!)

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Further data:

To improve our services continually we would like asking you to complete the following fields. Also very important to know is what kind of operating system is used (for instance Windows 10 64Bit; Suse Linux 10.1; etc.) and which kind of application (for example Solidworks 2018; AutoCAD 2019 etc.). The more information we have the more we are in the situation to reproduce the problem.

**OS:**
- □ Windows
- □ Linux
- □ Other: ________________________________

**Version/Build:** / (e.g. Win7 Pro /SP3, Win10 Pro /Build 1803 etc.)

**Application:**
- □ CATIA
- □ Adobe
- □ SolidWorks
- □ Summit
- □ Autodesk
- □ Other: ________________________________
- □ Inventor

**Chipset:**
- □ Intel
- □ AMD
- □ Other: ________________________________ (e.g: X399, Z170, X99 II etc.)

Please, send the RMA-Article back to us after you having received our replacement delivery.
We ask you to do that within one week after the replacement article arrived because otherwise, we would have to account the whole amount of the exchange good.

Every exchange only can be done under the condition of additional charge of fees for testing if there would be any cases which show, that there was no fault or if there would have been an illegal handling before the mistake appeared. In all such cases we have to reserve making a additional charge!

If there would be an RMA for no reason (no mistake detectable, invalid serial number or damaged goods because of personal negligence) we would account handling rate amounting to 49 EUR.

**NOTE:** A WARRANTY EXCHANGE DO NOT EXTEND THE PERIOD OF GUARANTEE!!!