Return Material Authorization (RMA)

To return a device, you must first obtain an RMA number. To request an RMA number, please fill out this form and send it to service@kocos.com. You will then receive a response with your RMA number. Please use this number as a reference for your return shipment.
This information is used to ensure accurate tracking and prompt processing.

RMA no. (completed by KoCoS)	Device:	**Serial no.** (please fill in)
XXXXXXXXX	Purpose of return:	

● CONTACT

First name:		Last name:	
Phone		Email:	
Reference:			

● COMPANY

Name:		Address:			
City:		ZIP:		Country:	

● SHIPPING ADDRESS (Please fill in if shipping address is other than above)

First name:		Last name:			
Name:		Address:			
City:		ZIP:		Country:	

● ERROR DESCRIPTION

If this return is a repair, please provide a detailed description of the problem which occurred:

REPAIR Devices covered by the warranty will be repaired free of charge, provided there has been no maloperation by the user. For devices outside the warrantee period, you will receive a cost estimate before the repair is started. A lump sum amount of 118 € plus VAT and transport costs will be charged if you do not order the repair or if no defects are detected.

SHIPPING Print out the form and enclose it with the return. Write the RMA number clearly visible on the shipping carton. If possible, use the original packaging. If the transport packaging is inadequate, we cannot accept any liability for transport damage. Do not enclose any accessories other than the mains cable or the external power supply with the shipment.
For returns outside the EU, please contact our shipping department (import/export) to ensure a smooth import (export@kocos.com).

Shipping is exclusively DDP to:

KoCoS Engineering GmbH
Südring 42
34497 Korbach
Germany

With the return of the device you accept our General Terms & Conditions and the RMA Conditions mentioned above.