

Return Material Authorization (RMA)



To return a device, you need an RMA number in advance. To request an RMA number, please fill in this form and submit it to service@kocos.com. The information is used for clear allocation and quick processing. We will then assign an RMA number under which the return is processed and send the completed RMA form back to you by email. In urgent cases, you are not required to wait for an RMA number before returning the device. Once we have received this form on your returned device, we will subsequently send you your RMA number by email.

RMA no. (completed by KoCoS)	Device:	<input type="text"/>	Serial no. (please fill in)
	Purpose of return:	<input type="text"/>	

CONTACT

First name:	<input type="text"/>	Last name:	<input type="text"/>
Phone:	<input type="text"/>	Email:	<input type="text"/>
Reference:	<input type="text"/>		

COMPANY

Name:	<input type="text"/>	Address:	<input type="text"/>		
City:	<input type="text"/>	ZIP:	<input type="text"/>	Country:	<input type="text"/>

SHIPPING ADDRESS

Please fill in if shipping address is other than above:

First name:	<input type="text"/>	Last name:	<input type="text"/>		
Name:	<input type="text"/>	Address:	<input type="text"/>		
City:	<input type="text"/>	ZIP:	<input type="text"/>	Country:	<input type="text"/>

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 warranty period, you will receive a cost estimate before the repair is started. A lump sum amount of 100 € 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 Messtechnik AG
Südring 42
34497 Korbach
Germany

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