

RMA Form

When returning products, the completed RMA form must be enclosed. Material returns without an accompanying RMA form will significantly delay RMA processing. Please ensure that the returned goods are securely packaged and that any necessary ESD requirements are observed when handling and packaging goods. We do not assume any liability for transport damages in case of insufficient packaging of the returned products.

FORTEC RMA No. **Date (dd/mm/yy)**

The RMA no. will be provided by FORTEC after receipt of the completed form. Each part number will receive a QM notification number.

Customer Data

The data given here will be treated as the responsible contact for the RMA. This contact will receive all relevant information concerning the RMA.

Company	<input type="text"/>		
Contact Person	<input type="text"/>	Phone	<input type="text"/>
FORTEC Customer No.	<input type="text"/>	E-Mail	<input type="text"/>
Customer RMA Ref.	<input type="text"/>		

Delivery address after repair

If the delivery address is not filled in, the shipment will be returned to the original client.

In case of third-party fault, repair with costs requested

I hereby accept the following chargeable repair terms:

In order to optimize the efficiency of the RMA process for you as our customer and for us, we are happy to process your chargeable RMAs under the following conditions:

- Repair possible and economical: repair costs amount to max. 60% of the new price
- Repair is not possible or uneconomical: Goods will be returned unrepared.
- Additional information may be required for products from the following manufacturers: iBASE, Advantech, Congatec, Diamond, Kontron

If you do not accept the repair terms for chargeable RMAs, the RMA will be returned unrepared.

Failure Report

				Filled by FORTEC	
Item 1	FORTEC Part Ref. (xx-xx-xxx)	<input type="text"/>	Description	<input type="text"/>	With cost <input type="checkbox"/>
	Serial no.	<input type="text"/>	Invoice Ref.	<input type="text"/>	
	Date code (panels only)	<input type="text"/>	QM notification no. <small>(to be completed by FORTEC)</small>	<input type="text"/>	repaired <input type="checkbox"/>
	Failure description	<input type="text"/>			replaced <input type="checkbox"/>
	Failure detected at				<input type="text"/>
				no failure detectable <input type="checkbox"/>	
Item 2	FORTEC Part Ref. (xx-xx-xxx)	<input type="text"/>	Description	<input type="text"/>	With cost <input type="checkbox"/>
	Serial no.	<input type="text"/>	Invoice Ref.	<input type="text"/>	
	Date code (panels only)	<input type="text"/>	QM notification no. <small>(to be completed by FORTEC)</small>	<input type="text"/>	repaired <input type="checkbox"/>
	Failure description	<input type="text"/>			replaced <input type="checkbox"/>
	Failure detected at				<input type="text"/>
				no failure detectable <input type="checkbox"/>	
Item 3	FORTEC Part Ref. (xx-xx-xxx)	<input type="text"/>	Description	<input type="text"/>	With cost <input type="checkbox"/>
	Serial no.	<input type="text"/>	Invoice Ref.	<input type="text"/>	
	Date code (panels only)	<input type="text"/>	QM notification no. <small>(to be completed by FORTEC)</small>	<input type="text"/>	repaired <input type="checkbox"/>
	Failure description	<input type="text"/>			replaced <input type="checkbox"/>
	Failure detected at				<input type="text"/>
				no failure detectable <input type="checkbox"/>	
Item 4	FORTEC Part Ref. (xx-xx-xxx)	<input type="text"/>	Description	<input type="text"/>	With cost <input type="checkbox"/>
	Serial no.	<input type="text"/>	Invoice Ref.	<input type="text"/>	
	Date code (panels only)	<input type="text"/>	QM notification no. <small>(to be completed by FORTEC)</small>	<input type="text"/>	repaired <input type="checkbox"/>
	Failure description	<input type="text"/>			replaced <input type="checkbox"/>
	Failure detected at				<input type="text"/>
				no failure detectable <input type="checkbox"/>	
Item 5	FORTEC Part Ref. (xx-xx-xxx)	<input type="text"/>	Description	<input type="text"/>	With cost <input type="checkbox"/>
	Serial no.	<input type="text"/>	Invoice Ref.	<input type="text"/>	
	Date code (panels only)	<input type="text"/>	QM notification no. <small>(to be completed by FORTEC)</small>	<input type="text"/>	repaired <input type="checkbox"/>
	Failure description	<input type="text"/>			replaced <input type="checkbox"/>
	Failure detected at				<input type="text"/>
				no failure detectable <input type="checkbox"/>	

FORTEC Service Centres Europe

Please ship items to the following addresses:

All countries other than Great Britain	
Components panels, controller, touches, power supplies etc.	Monitors, Finished Products public displays, open frame, desktop, door signs etc.
FORTEC Integrated GmbH Augsburger Str. 2b 82110 Germering Germany Phone: +49 (0) 89 43 63 0 Fax No.: +49 (0) 89 43 63 131 Mail: rma@fortec-integrated.de	FORTEC Integrated GmbH Factory Kindel Am Künkelhof 4 99820 Hörsselberg-Hainich Germany Phone: +49 (0) 36920 7162115 Fax No.: +49 (0) 36920 7162199 Mail: rma@fortec-integrated.de

Great Britain
All Items
FORTEC Technology UK Ltd. Osprey House, 1 Osprey Court Hinchingbrooke Business Park Huntingdon, PE29 6FN Tel. No.: +44 (0) 1480 411 600 Fax No.: +44 (0) 1480 412 266 Mail: info@fortec.uk