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Return form - RMA

We would like to offer you the best possible service and require your assistance in the event of a return. Therefore, we ask you to complete this return form and enclose it with your return. The more information we have, the quicker we can complete the process and, if necessary, find a solution to the problem. Of course, this return form is not a prerequisite for private customers to effectively exercise their right of return.

1. Customer contact / invoice data

Customer number	Invoice number	Name
Phone number	E-Mail	

2. Returned item

Quantity	Article description	Barcode of the module
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3. Reason for return / warranty claim

- ☐ Revocation
- ☐ Wrong order
- ☐ Wrong delivery
- ☐ Redelivery from advance exchange
- ☐ Defect -> Fault diagnosis --->
 - ☐ Computer memory is not recognised
 - ☐ System does not boot (black screen)
 - ☐ System crashes (BlueScreen)
 - ☐ Computer memory does not fit into the memory socket



Error code / serial number / other

4. Processing request

- ☐ Credit note / refund -->
- ☐ Warranty exchange / repair
- ☐ Exchange against recalculation

5. Bank details (only for payment via bank transfer)

Account holder: _____
IBAN: _____
BIC: _____

6. Notes for the return

- The items have been purchased from us.
- The items have all labels and certificates of origin affixed by us or by the manufacturer.
- Please pay sufficient postage, freight collect shipments cannot be accepted.
- If possible, pack the items in their original packaging. If this is not possible, use comparable packaging to protect the items from transport damage.

Bitte nicht ausfüllen – wird von PHS-electronic GmbH ausgefüllt!

Bearbeitungsvermerk ()

Gutschrift erstellt am _____. über _____ €

Gutschrift: __-947 _____

Austausch versendet am _____. mit _____