

RMA Send back form

Arrow ECS AG

RMA-No.

Dornacher Straße 3
85622 Feldkirchen
Deutschland

Formblatt FB 8.3-2 Ausgabe 1.3.15

Please notice the following points:

1. Complete this form first. Send it by e-Mail to rma.ecs.de@arrow.com or by Fax to +49 89 93099-194. **We will send back the RMA-No. for you to use if approved.**
2. Once you've received it, please write this RMA-No legibly on the exterior shipping carton or use our sticker. **Please always use an exterior shipping carton** to protect the original packaging of the product. Products with damaged original packaging cannot be returned as new merchandise! **Important: Package, without RMA-No. will be sent back without opening!**
3. For products returned as defective, please double-check that you haven't made any mistakes in configuration! Any products that are returned as defective, but are actually in proper working order, will be sent back to you with a 100,- Euro processing fee.
4. For products returned as defective, please do not send along any accessories (e.g., manuals, cables). As a rule, these will not be returned by the manufacturer.
5. Modules must be listed separately: We assume no responsibility for lost or misplaced modules that were not listed on this form.
6. **Please reset all passwords before sending in the merchandise and delete all stored customer data!**

Company:		Name:		Customer-No.:	
Phone:		Fax:		E-Mail:	
Prod.-No.:	Product Name:	Quantity:	Serial-No.:	IV-/ Delivery-No.:	Replacement:

The CD seal/ The license key is still intact/ The original packaging is unopened: YES NO

To return evaluation products there is a special form to find on www.arrowecs.de/formulare.html

Opened Software (opened packages/ broken seals) is absolutely excluded from exchange / return.

Attention: For Check Point Appliances only: please fill in MAC Address instead of Serial-No.!

Reason for RMA:		
<input type="checkbox"/> Product is defective *	<input type="checkbox"/> Product ordered by mistake	<input type="checkbox"/> Product incomplete
<input type="checkbox"/> Wrong product delivered	<input type="checkbox"/> Product delivered twice	<input type="checkbox"/> Wrong advice from Arrow ECS
<input type="checkbox"/> Product not ordered	<input type="checkbox"/> Product was already cancelled	

You can call our hotline: Monday to Friday 9:00 a.m. 17:00 a.m. **+49 89 93099- 0** or e-mail: support.ecs.de@arrow.com

***If the product is defective, please give a short description here and enter the Call-No.:**

Replacement already received: YES NO Arrow ECS Service Contract:

Additional comments (e.g., your product ordered,...):

To be completed by Arrow ECS		
Replacement	Repair	Advanced Replacement
Recl. + F - Code:	AM - Code:	Approval:
RMA not granted due to:		

Date:	Signature:
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Arrow ECS AG

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Sitz München
Amtsgericht München, **HRB-Nr.:** 114 028
USt-IdNr.: DE129 317 589, **SteuerNr.:** 143/127/20796
ISO 9001 zertifiziert

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