

The return of previously delivered items with the aim of replacement, repair or credit.
Use a separate RMA form for each item.

Service data:			
Date in: (dd-mm-yyyy)		RDA Service order no.: (RDA only)	
Company info:			
Company name:			
Company location:			
Contact person:			
Telephone:			
E-mail address:			
Your reference:			
Part info:			
RDA part number:		Quantity:	
Description:			
Serial number:		<input type="checkbox"/> Warranty claim	
RDA order/invoice number:		<input type="checkbox"/> Repair <input type="checkbox"/> Return delivery <input type="checkbox"/> Wrong delivery	
Reason for returning: Error description:			
RDA only:			
Date in: (dd-mm-yyyy)		By:	

RDA uses the following procedure for returned items:

- For every repair offered you receive a service order confirmation, always use this order number for communication with RDA.
- RDA will first assess the items you offer and if necessary for further inspection forward to our supplier.
- If the article is no longer within the warranty period, you will be informed by RDA and receive a quote for the repair costs.
- If applicable, we will receive an agreement for the execution of the repair according to the quotation offered.

Additional terms:

- Returned materials must be correctly packaged and accompanied by the correct documents (Service & return form, invoice and/or delivery note).
- The reason for return must be stated. Include information about the error (s) found.
- Materials that are sent to replace a defect part will be charged and will only be credited if there is a valid warranty claim and the article in question can be added to our inventory as new.
- When we find no problem in the returned part, €25,00 will be charged as research costs.
- For repairs outside the warranty period, we will add shipping costs to the repair costs.
- RDA provides 3 months warranty on repairs out of warranty.
- In the case of return delivery for crediting in connection with wrongly ordered and/or unnecessary, we will credit a maximum of 75% of the sales price, provided that the items in question can be sold as new. With the exception of items ordered especially for you. Shipping costs will not be credited.