



ELEMENT ONE • Zum Murgdamm 5 • DE - 76456 Kuppenheim

## RMA FORM

RMA = Return of Material Authorization

(Fields marked in RED are required)

**RMA No.:**

**Date:**

	[Request]
	[confirmed]

**Company /  
Customer No.:**

**Billing Address:**

**Delivery Address: (if different)**

**Street Address:**

**City and Postal Code:**

**Country:**

**Contact Person:**

**Tel. / E-Mail:**


### Grund des Rückversands

- Demo / Loan Device
- Repair – within warranty
- Repair – outside warranty
- Incorrect delivery





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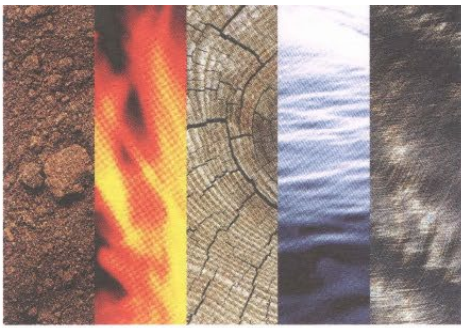
RMA No.:

Customer / Client:

Goods received by ELEMENT ONE  
Date

To be filled in by the <b>Customer</b> . Please fill out a separate form for <b>each device</b> that is included in the shipment. Please copy this page for this purpose.		To be completed by <b>ELEMENT ONE</b> [zzgl. Dokumentation SAP Service Abruf]																					
<b>Model, Type</b>	<b>Serial Number (S/N)</b>	<i>Vollständig? (Optischer) Zustand bei Wareneingang in Ordnung (ggfs. Beschreibung)?</i> <input type="checkbox"/> ja   <input type="checkbox"/> nein	<i>Mitarbeiter WE Datum</i>																				
<b>Accessories</b>	<b>present</b>	<i>vorhanden</i>	<i>Mitarbeiter WE Datum</i>																				
Power Cord / Power Adapter	<input type="checkbox"/> <b>yes</b>   <input type="checkbox"/> <b>no</b>	<input type="checkbox"/> ja   <input type="checkbox"/> nein	<input type="checkbox"/>																				
HDMI Cable	<input type="checkbox"/> <b>yes</b>   <input type="checkbox"/> <b>no</b>	<input type="checkbox"/> ja   <input type="checkbox"/> nein																					
Other material:		<input type="checkbox"/> ja   <input type="checkbox"/> nein																					
<b>Transport lock</b>	<b>present</b>	<i>vorhanden</i>	<i>Mitarbeiter WE Datum</i>																				
	<input type="checkbox"/> <b>yes</b>   <input type="checkbox"/> <b>no</b>	<input type="checkbox"/> ja   <input type="checkbox"/> nein	<input type="checkbox"/>																				
<b>Original packaging</b>	<b>present</b>	<i>vorhanden</i>	<i>Mitarbeiter WE Datum</i>																				
	<input type="checkbox"/> <b>yes</b>   <input type="checkbox"/> <b>no</b>	<input type="checkbox"/> ja   <input type="checkbox"/> nein	<input type="checkbox"/>																				
<b>Error description / symptom description</b> Please add and describe connected cables, sources, accessories, installation type, etc., if applicable. Attach photos if applicable.		<i>Fehler / Symptom nach Prüfung nachvollziehbar</i> <input type="checkbox"/> ja   <input type="checkbox"/> nein	<i>Mitarbeiter Datum</i>																				
		<i>Fehlerursache</i>	<input type="checkbox"/>																				
		<table border="1"> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>TRP</td> <td>ELE</td> <td>DSP</td> <td>SIG</td> <td>MECH</td> <td>KAB</td> <td>ASB</td> <td>INT</td> <td>EXT</td> <td></td> </tr> </table>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TRP	ELE	DSP	SIG	MECH	KAB	ASB	INT	EXT	
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
	TRP	ELE		DSP	SIG	MECH	KAB	ASB	INT	EXT													
		<i>Fehlerbehebung Maßnahmen</i>		<i>Mitarbeiter Datum</i>																			
		<i>Zeitaufwand (AW)</i>		<input type="checkbox"/>																			
	<b>Fehler behoben</b> <input type="checkbox"/> ja   <input type="checkbox"/> nein	<i>Mitarbeiter Datum</i>																					
		<input type="checkbox"/>																					





v i s u l u t i o n a r y

ELEMENT ONE • Zum Murgdamm 5 • DE - 76456 Kuppenheim

## STATEMENT

Please send us a copy of the completed form before each return delivery!

Via email: [service@element-one.de](mailto:service@element-one.de)

optionally via Fax: **+49 7222 96654-29**

- Please enclose the original of the signed form with the shipment!
- Delivery of repair equipment must be carriage paid; freight collect shipments will not be accepted.
- Monitors with mechanics must be sent in lying on a pallet and by freight forwarder; in the case of other shipping methods, ELEMENT ONE expressly reserves the right to refuse acceptance of the shipment.
- If a shipment reaches us with a triggered Shock-Watch indicator (colored red), there is a risk of damage to the mechanics due to heavy vibration during transport. Such damages are not covered by our warranty!
- Flat rate for inspection of devices sent in for repair or inspection according to ELEMENT ONE RMA and warranty guidelines. Cost 99.00 EUR/device. In case of repair approval these are NOT due.

I have read and accepted the RMA conditions. (Please tick)

I agree with the data processing of my data, which is necessary in the course of the return. The data will be handled exclusively in accordance with the DSGVO. (Please tick)

By signing this document, the subscriber accepts the following described

- Transport regulations for REPAIR AND LOAN DEVICE SHIPMENTS
- RMA & Warranty Policy - ELEMENT ONE

\_\_\_\_\_  
(Place and Date)

\_\_\_\_\_  
(Signature)

*You are welcome to  
email your completed  
form directly here.  
With just one click ...*





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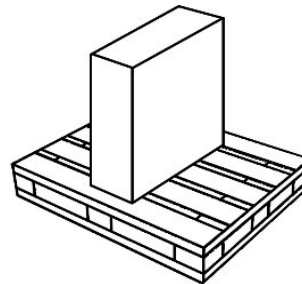
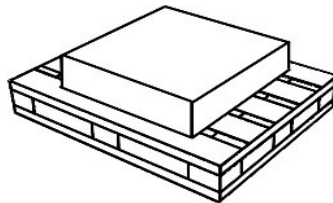
## SHIPPING REGULATIONS FOR REPAIR AND LOAN DEVICES

**FOR GOODS NOT PACKED ON PALLET WE RESERVE THE RIGHT TO REJECT THE ACCEPTANCE**

**MODIS  
VERSIS**

**ROTATIS  
TECNIS**

**CONMIC  
SIGNIS**



**CONVERS  
FOLD**



The transport of ELEMENT ONE devices has to take place exclusively in the **original packing** and **on** (one-way/Euro) **pallet**.

- **horizontal** : (MODIS; VERSIS; ROTATIS;TECNIS; CONMIC, SIGNIS ....etc.)
- **standing** : (all CONVERS Models)

and must be marked as **break sensitive**.

**Dispatch by parcel service is not suitable**

**ELEMENT ONE excludes any liability for damages caused by inappropriate transport!**

### Important note!

ELEMENT ONE products containing mechanical components must be solely shipped

- In original or comparably stable and break-proof packing
- Lying on pallet and through a shipping company (MODIS, VERSIS, ROTATIS, TECNIS, ConMic, SIGNIS...etc.)
- Standing on pallet and through shipping company (CONVERS)
- Marked as sensitive equipment

### Shipping through parcel services is not suitable!

ELEMENT ONE does not assume any kind of liability for damages caused by inappropriate transport. In cases where shippings arrive which do not comply with these regulations, customers will be charged a flat fee of EUR 250.00 per device for technical inspection and adjusting efforts.





## RMA & Warranty Principles – ELEMENT ONE

To be observed and applied are the warranty conditions included in the current version of ELEMENT ONE Multimedia GmbH's general terms and conditions (downloadable [here](http://www.element-one.de) or via our website (<http://www.element-one.de>). The warranty conditions define the terms for warranty claim acceptance and the extent to which ELEMENT ONE grants warranty repair services.

### Expressly excluded from warranty claims are damages caused by:

- Inappropriate and/or abnormal device treatment
- Inappropriate installation workmanship
- Neglect of installation instructions
- Neglect of servicing instructions
- Neglect of operating instructions or instructions given in user manuals
- Abnormal and/or excessive usage of a device

All repairs must be carried out at ELEMENT ONE's premises at the below postal address:

ELEMENT ONE Multimedia GmbH  
Zum Murgdamm 5  
76456 Kuppenheim  
Germany

Unless expressly stipulated otherwise, the steps given below shall apply as the **RMA Procedure:**

1. Please call the ELEMENT ONE service hotline (Tel.: +49 7222 96654-18).
2. You will receive an RMA number for your defective device.
3. An RMA form will be sent to you (through fax or via email).
4. Please complete all fields of the RMA form, then enclose it with the defective device and send both back to us.
5. Should a warranty claim not exist, without prior consultation ELEMENT ONE will conduct repair services worth of up to 30% of the original device value. In cases where repair costs exceed a maximum amount of 30% of the original device value, ELEMENT ONE will prepare and convey a cost estimate to you.
6. ELEMENT ONE will strive to repair and dispatch your device within 5 working days. Should a repair service not be possible within this 5-days time frame, we will inform you immediately. In warranty cases, ELEMENT ONE bears the device's transport costs.

Outside accepted warranty cases, customers are charged a flat fee of EUR 99.00 per hardware check. In cases where a device is sent in for repair under a warranty claim, but no actual damage or failure can be identified, ELEMENT ONE is entitled to charge fees based on the actual efforts spent on failure diagnosis (but no less than a minimum fee of EUR 99.00).

