



# RETURN FORM

**RMA-Number SA** \_\_\_\_\_

**AUMÜLLER AUMATIC GmbH**  
 Reklamations-Sachbearbeitung  
 Gemeindewald 11  
**86672 Thierhaupten**  
**GERMANY**

**Sender**

Customer ID \_\_\_\_\_  
 Name: \_\_\_\_\_ Contact person: \_\_\_\_\_  
 Street: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Postal code, Location: \_\_\_\_\_ Mailto: \_\_\_\_\_

**Return is only possible with RMA number, assigned from us!**  
**Please contact us!**

**Reason for return**

Complaint  Wrong order  Replacement received  False delivery

**Product of:** (without this information will result in delay)

Order number or invoice number: \_\_\_\_\_

Piece	Item ID.	Description	Serial Number *)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

\*) This serial number is unique and ensures the fully tractability of each product.  
 All relevant production and material data, including the configuration at delivery, are linked with this serial number and recorded.

**Operating conditions**

Connection: Aumüller-System  Foreign central unit

Installation situation: \_\_\_\_\_

Number of drives in combination: \_\_\_\_\_ Type: \_\_\_\_\_

Please provide detailed error description

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Location, Date \_\_\_\_\_ Signature \_\_\_\_\_

## Instruction sheet for return of goods

- Return despatches are only possible with an allocated RMA number.  
Please contact us:  
phone           +49 8271 8185-0  
fax               +49 8271 8185-199  
email            [info@aumueller-gmbh.de](mailto:info@aumueller-gmbh.de)
- The RMA number has to be marked up at the transport packaging.
- Whenever goods are to be returned please send our **completed** return form as an attachment.
- If possible please use original carton packages and transport packages.
- Returns must be send free of charge.  
Unfree return shipments will not be accepted.
- The return of goods is only to be accepted by special arrangements and only within three months after delivery.  
Testing and restorage will be charged with 30 % of the sales prices (net).  
Special productions are excluded from the conversion.
- On request of the customer, we are prepared to examine goods, which will be returned outside the warranty period (1 year).  
For inspection we allow ourselves a fee of 69,00 € be charged.
- If goods are returned during the warranty period for inspection a fee of 69,00 € will be charged when a failure or dysfunction can not be determined.
- Legal regulations remain unaffected. In addition to these regulations our general conditions for the Supply of Products and Services of the Electrics and Electronics Industry (as of January 2022) are valid.

Thank you for your cooperation.

As of April 2024