

# RMA – Return form

Send to:

**Innotech Laser GmbH**  
**Service Abteilung**  
**Giesenheide 31**  
**40724 Hilden**  
**Germany**

|                          |              |
|--------------------------|--------------|
| <u>(Company-)Name*</u> : |              |
| <u>Contact</u> :         |              |
| <u>Address*</u> :        |              |
| <u>VAT Number</u> :      |              |
| <u>Phone*</u> :          | <u>Fax</u> : |
| <u>E-Mail*</u> :         |              |

|                             |
|-----------------------------|
| <b>RMA-Number (extern):</b> |
| <b>RMA-Number (intern):</b> |

|   |  |
|---|--|
| Serial Number*:   | Description (article, type of the device)*:  |
| <p>Accesories included (Please send only required accessories! Please always send the supply cable!) If several parts are sent in, please use the sheet "List of articles sent in"...</p> |  |
| <b>Requested service*:</b>  |  |
| Repair  | Function check   |
| <input type="checkbox"/> General overhaul   | <input checked="" type="checkbox"/>  |
| Article has warranty?   | <input checked="" type="radio"/> No <input type="radio"/> Yes In case you are unsure, ask us for help. |
| Article bought at Raycus  | <input checked="" type="radio"/> No <input type="radio"/> Yes  |
| Please inform us in case of warranty cases not bought at Innotech Laser.  |  |
| Please describe the problem or error as precisely as possible :   |  |
| Extern cooling system?  | <input checked="" type="radio"/> No <input type="radio"/> Yes If yes, which cooling additive is used?  |
| Different return address:   |  |

\* **Required! Please make sure to fill in these fields before sending the Document to us**

\*\* **When sending a laser source with 2kW and more. Please make sure to send the power cable as well**

Please note that items recieved without filling in the required fields and without a detailed description of the error might not get accepted and involved in the repairing progress

In addition, we would like to ask you to remove any coarse contamination from the devices before sending them in in order to comply with the respiratory protection limit values in accordance with DGUV Rule 112-190 and TRGS 900!

For customers outside the EU, we are happy to take care of customs clearance. Please contact us before sending in the laser source and discuss the details with us.

**Please send all the articles to the adress written at the top of the page and make sure that all the packages are packed carefully and also insured for transport**

**Please send the filled RMA sheet with E-mail to [support@innotech-laser.de](mailto:support@innotech-laser.de)**

