

RMA request to silex technology europe GmbH

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Fon: +49 (0) 21 51 / 65 00 9-0 Fax: +49 (0) 21 51 / 65 00 9-55 RMA number provided by silex support: RMA-Internal RMA or process number (customer): www.silexeurope.com Unit type: Unit type: ______ (e.g. 9912345 or 008092123456)

Date of purchase: _____ (mm-dd-yyyy) In guarantee: Yes (please check!) Copy of invoice attached:

Yes (please check and attach!) Unit physically damaged: ☐ No (please check!) Return address: company stamp – if available: Company: _____ Name:_____ E-mailaddress: ____ Contact Person: Phone number*: Street: _____ Add. Information: City: Postcode: Country:_____ *for UPS if they can not find the address to contact the receiver Error description and precise LED status:

Please keep in mind that you always have to provide a copy of your invoice as a proof of guarantee. We can NOT check if your unit is in guarantee with the serial number, this information can only provide a production date and is not available for RMA checking.

Please also check the RMA rules on our website:

http://www.silexeurope.com/en/home/support/rma.html