

# Return Delivery Note

RMA-Number:

For further questions:

Tel. +49 (0) 2224 98933-0  
Fax +49 (0) 2224 98933-22  
info@insynergie.de



## SERVICE ORDER

**inSynergie GmbH**  
**Maarweg 56**

**D-53619 Rheinbreitbach**

## inSynergie Customer Number:

Company / Name

Postcode / City

Contact Person

Telephone

E-Mail

## Specifications of Article

(one Return Delivery Note per article)

Article description

IS Serial Number\*

Invoice Number

Invoice Date

Delivery Number

Delivery Date

## Error Description (possibly attachments, screenshots, logs)

**Standard Accessory:**

**\* without the serial number or delivery number it is not possible to deal with your request.**

## Instructions for return and repair:

- \* The costs of delivery are beared by the customer.
- \* Shipments which arrive unfree without a description or without a valid signature will be returned unfree without further processing. The cost of the return will be charged to the customer.
- \* Credit or free exchange is possible only if the goods are in original condition and the return contains complete accessories, documentation and original packaging.
- \* In case of warranty we request the return with complete accessories to allow tests.
- \* Without a concrete description of the error there will be an increased effort processing your request. If the specified error can not be determined or the error description is inaccurate, an administration fee of EUR 15.00 will be charged also on a warranty contracts.
- \* Backups are always the responsibility of the customer. We assume no liability for data loss.
- \* For the aquisition of missing or newer drivers and patches by us an administration fee will be charged.
- \* Our general terms and conditions shall apply exclusively; the awareness of this hereby confirmed.
- \* Cost estimates without performance of the repair will be charged on an hourly basis.

Date

Signature

Seal

Goods received:

To be filled in by inSynergie

Examination (damages, quantity, iSSNr.):

Accessory:

Warranty Yes  No

Managing directors:  
Michael Honnef  
Ulrich Hopp

Amtsgericht Montabaur HRB 14845  
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