

# RMA Form FELIXprinters



4/16/2019

Revision 5

**PLEASE NOTE: Unauthorized returns will be rejected without express written approval from FELIXprinters.**

**WARNING: Your RMA will only be processed** if it meets the following criteria:

1. Parts being returned must match original sales order, unless otherwise approved by FELIXprinters.
2. Parts must be within warranty period. (Contact Customer Support Representative for warranty conditions).
3. When receiving a printer back for repair, FELIXprinters is allowed to replace parts without warranty and invoicing the customer up to €50,-.
4. Parts that fall within FELIXprinters operating specifications or are deemed defective due to customer misapplication will be returned as is, and may be subject to a minimum of €200 per unit evaluation fee.
5. Parts must be returned in adequate condition in original box and shipping material (must adhere to ESD safety precautions, if applicable). Failure to do so will result in product returned to sender or we need to invoice a new box (€39,50 excl. VAT).
6. If you need immediate replacement, provide your Customer Support Representative with a new Purchase Order. Please note, FELIXprinters reserves the right to return product which is deemed customer damaged or no fault found from the RMA.

Customer Name:	
Email:	
Support ticket No	
Order Number	
Reseller Name	
<b>Return Shipping address:</b>	
Company Name:	
Street + house number:	
Postal Code:	
City:	
State:	
Country:	
Phone:	
Product Name:	
Serial Number:	
Description of Problem:	
Extra included parts in package:	

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