

# RMA Form

When returning products, the completed RMA form must be enclosed. Material returns without an accompanying RMA form will significantly delay RMA processing. Please ensure that the returned goods are securely packaged and that any necessary ESD requirements are observed when handling and packaging goods. We do not assume any liability for transport damages in case of insufficient packaging of the returned products. Please note our [returns policy](#).

FORTEC RMA No.

Date (dd/mm/yy)

The RMA no. will be provided by FORTEC after receipt of the completed form. Each part number will receive a QM notification number.

## Customer Data

The data given here will be treated as the responsible contact for the RMA. This contact will receive all relevant information concerning the RMA.

Company	<input type="text"/>		
Contact Person	<input type="text"/>	Phone	<input type="text"/>
FORTEC Customer No.	<input type="text"/>		<input type="text"/>
Customer RMA Ref.	<input type="text"/>		

## Delivery address after repair

If the delivery address is not filled in, the shipment will be returned to the original client.

☐ In case of third-party fault, repair with costs requested

☐ I hereby accept the following chargeable repair terms:

In order to optimize the efficiency of the RMA process for you as our customer and for us, we are happy to process your chargeable RMAs under the following conditions:

- Repair possible and economical: repair costs amount to max. 60% of the new price
- Repair is not possible or uneconomical: Goods will be returned unrepared.
- Additional information may be required for products from the following manufacturers: iBASE, Advantech, Congatec, Diamond, Kontron

If you do not accept the repair terms for chargeable RMAs, the RMA will be returned unrepared.

Failure Report

Item 1

				Filled by FORTEC	
FORTEC Part Ref. (xx-xx-xxx)		Description		With cost	<input type="checkbox"/>
Serial no.		Invoice Ref.			
Date code (panels only)		QM notification no.		repaired	<input type="checkbox"/>
		(to be completed by FORTEC)		replaced	<input type="checkbox"/>
Failure description				irreparable	<input type="checkbox"/>
				no failure detectable	<input type="checkbox"/>
Failure detected at					

Item 2

FORTEC Part Ref. (xx-xx-xxx)		Description		With cost	<input type="checkbox"/>
Serial no.		Invoice Ref.			
Date code (panels only)		QM notification no.		repaired	<input type="checkbox"/>
		(to be completed by FORTEC)		replaced	<input type="checkbox"/>
Failure description				irreparable	<input type="checkbox"/>
				no failure detectable	<input type="checkbox"/>
Failure detected at					

Item 3

FORTEC Part Ref. (xx-xx-xxx)		Description		With cost	<input type="checkbox"/>
Serial no.		Invoice Ref.			
Date code (panels only)		QM notification no.		repaired	<input type="checkbox"/>
		(to be completed by FORTEC)		replaced	<input type="checkbox"/>
Failure description				irreparable	<input type="checkbox"/>
				no failure detectable	<input type="checkbox"/>
Failure detected at					

Item 4

FORTEC Part Ref. (xx-xx-xxx)		Description		With cost	<input type="checkbox"/>
Serial no.		Invoice Ref.			
Date code (panels only)		QM notification no.		repaired	<input type="checkbox"/>
		(to be completed by FORTEC)		replaced	<input type="checkbox"/>
Failure description				irreparable	<input type="checkbox"/>
				no failure detectable	<input type="checkbox"/>
Failure detected at					

Item 5

FORTEC Part Ref. (xx-xx-xxx)		Description		With cost	<input type="checkbox"/>
Serial no.		Invoice Ref.			
Date code (panels only)		QM notification no.		repaired	<input type="checkbox"/>
		(to be completed by FORTEC)		replaced	<input type="checkbox"/>
Failure description				irreparable	<input type="checkbox"/>
				no failure detectable	<input type="checkbox"/>
Failure detected at					

# FORTEC Service Centres Europe

Please ship items to the following addresses:

<b>All countries other than Great Britain</b>	
<b>Components</b> panels, controller, touches, power supplies etc.	<b>Monitors, Finished Products</b> public displays, open frame, desktop, door signs etc.
<b>FORTEC Integrated GmbH</b> <b>Augsburger Str. 2b 82110</b> <b>Germering Germany</b>  <b>Phone: +49 (0) 89 43 63 0</b> <b>Fax No.: +49 (0) 89 43 63 131</b> <b>Mail: rma@fortec-integrated.de</b>	<b>FORTEC Integrated GmbH</b> <b>Factory Kindel</b> <b>Am Künkelhof 4</b> <b>99820 Hörselberg-Hainich Germany</b> <b>Phone: +49 (0) 36920 7162115</b> <b>Fax No.: +49 (0) 36920 7162199</b> <b>Mail: rma@fortec-integrated.de</b>

<b>Great Britain</b>
<b>All Items</b>
<b>FORTEC Technology UK Ltd.</b> <b>Osprey House, 1 Osprey Court</b> <b>Hinchingbrooke Business Park</b> <b>Huntingdon, PE29 6FN</b> <b>Tel. No.: +44 (0) 1480 411 600</b> <b>Fax No.: +44 (0) 1480 412 266</b> <b>Mail: info@fortec.uk</b>