

RMA form for returning goods

Please fill in only 1 form per module!

Returns: rma@saia-pcd.com

Contact/invoice address	
Company	Surname
Address	First name
Postcode/ city	Telephone
Country	E-mail
Delivery address (only if different)	
Company	Postcode/ city
Address	Country

Module designation	
Module type e.g. PCD3.M3330	Serial number (if available)
Production date e.g. 1714	Reference (your ref. No.)

Service required <i>(The price list for repairs can be found at https://www.sbc-support.com/en/services/repair-service/)</i>		
A	Standard repair <i>(This is the standard option and usually the cheapest)</i>	
	Outside 2-year warranty period <i>(fee applies, see price list for repairs)</i>	
	Warranty <i>(Please give production date, e.g. 1735 for 2017 calendar week 35)</i>	
	Repair report required <i>(This may occasionally prolong the processing time)</i>	
	If the check reveals that the product returned is outside the warranty period or the customer is responsible for the problem, the following options are available:	
	Repair for a fee <i>(see price list for repairs; standard if no information provided)</i>	Return without repair
		Dispose of the product here
B	Advance replacement <i>(I have already ordered a replacement module and would like a credit note)</i>	
	If the check reveals that the product returned is outside the warranty period or the customer is responsible for the problem, the following options are available:	
	Repair for a fee <i>(see price list for repairs; standard if no information provided)</i>	Return without repair
		Dispose of the product here
C	Incorrect delivery <i>(The wrong product was delivered. You will receive a credit note for the incorrect delivery. Please order a new product under Orders)</i>	
D	Other reason	

Detailed description of the problem/fault

Symptoms

Environmental conditions / application / remarks

Date

City

Stamp