TECHNOSOFT

Return Material Autorisation (RMA)
Request form

RMA # _____

(To be supplied by Technosoft)

RMA # _____

(Your reference for this return)

General Information

Company	....	Phone	....
Contact name	....	Fax	....
Department	....	E-mail	....
Street Address	....		
Zip, Town	....	Country	....

Type of Return:

1. **(UW) Under Warranty** *(Must provide original invoice number and date of purchase in order to verify warranty coverage)*

2. **(OWR) Out of Warranty and Repairable** *(Must send a purchase order to cover the Estimated Repair Cost that Technosoft Customer Service will inform you about)*

3. **(OWNR) Out of Warranty and Non-Repairable** *(Must send a purchase order to cover the Diagnostic Charge that Technosoft Customer Service will inform you about)*

Item Identification

Type of Return	Part #	Product Name / Description	Serial #	Invoice #	Date of Purchase
	....	....	....	....	....

Where did you buy the product (country, supplier): ....

How long did the unit work (hours/days/months/years): ....

Fault Symptoms Description

	(Yes/No)		(Yes/No)
Does the unit communicate on RS232	?	Does the unit communicate on CAN/ECAT (if aplicable)	? ....
Do the input lines used in the application work	?	Do the output lines used in the application work	? ....
Does the motor run when commanded	?	Does the unit measure the V_{dc} bus voltage correctly	? ....

Please provide below a detailed description of the fault symptoms you have noticed :

Return & Repair Policy and Procedure

- Be sure you have carefully read the **Return & Repair Policy and Procedure** on Technosoft web site
- Check here ☒ if you agree and accept these conditions and procedure
- Fill out this form in its entirety and send it by fax to +41 32 732 5504, or by email to TSSAdmin@technosoftmotion.com
- Our Customer Service will process your request and call or e-mail you with an RMA number
- Ship only the items that are authorized and mark this RMA number clearly on the outside of the box
- Enclose a packing slip and this form
- Enclose a purchase order to cover the Estimated Repair Costs (OWR) or Diagnostic Charges (OWNR) as communicated by Technosoft Customer Service
- RMA Price list on request

Shipments received by Technosoft without any RMA number will be refused