

# REQUEST FOR RMA (Return of Merchandise Authorisation)



## General information about the RMA process:

A prerequisite for the return delivery of IoT- or system technology products due to a suspected defect or an order entry or manufacturing error is a return authorization number issued by ZENNER, RMA number (Return of Merchandise Authorization).

The form "Request for RMA" is required to obtain the RMA number.

The more detailed your documented information is, the faster the process can be processed. Please enter the full material number and serial number of the product in the appropriate fields. It is always very helpful to send one or more photos of the product, if necessary photos of the installation situation.

To determine the warranty period, it is necessary to state the invoice number or the delivery note number including the date in the "Request for RMA" form!

## Note:

In the event of violation of calibration or device seals or unauthorized tampering with the devices, the warranty is generally void.

## Return of Merchandise Procedure:

1. Please fill in all fields
2. Please send this document:
  - via e-mail: [dietlind.klemm@zenner.com](mailto:dietlind.klemm@zenner.com) and
  - in copy to your sales contact person resp. your project manager
3. After processing your request, we will send you a confirmation of how to proceed and, if necessary, the assigned RMA number.
4. Please put this document to your return delivery!

## Return address:

ZENNER International GmbH & Co. KG  
Talstraße 2  
D-09619 Mulda  
GERMANY

## Notes for your return delivery based on the given RMA number and release of the return delivery:

- The RMA number must be clearly marked on the package
- Without the RMA number, the package will be returned automatically!
- Please print out the RMA form (Return Merchandise Authorization) and send it back to us together with the devices
- ZENNER is not liable for any data contained in the device
- The material must be properly packed, preferably in the original box
- The goods must be shipped to ZENNER free of charge at the delivery address we have provided
- Please send us the defective product (especially LoRaWAN gateways) **without accessories and without a SIM card**

REQUEST FOR RMA  
(Return of Merchandise Authorisation)



Customer:			
Customer no.:			
Contact person:			
Phone:			
Fax:			
E-mail:			
ZENNER Project manager:		Project-No.:	

Serial-no.	SAP-no./ SAP-shorttext	Invoice no. / Invoice date	Customer complaint description

What was already done by the customer to try to fix the error?

Who has already been contacted at ZENNER about this matter?

In case of an eligible complaint I wish for:

replacement

credit note

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Is being filled out by ZENNER:

ZRI responsible person (QM):		Date:	
ZRI-IoT-Release from sales resp. person:		Date:	
ZRI-IoT-Shop resp. person:		Date:	

ZENNER RMA Nr:		Date:	
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