

Return Form

Dear Customer,

our products and their packaging are subject to strict quality controls, unfortunately we cannot exclude that an article must be sent in for repair / inspection / exchange. In order to guarantee a fast and smooth processing, it is necessary to fill out and send this RMA form to aftersales@geutebrueck.com to request an RMA number. You will receive an RMA number to complete the form which must be printed out and enclosed with the return.

Important Notes:

Save all setups of your system! (Windows, GSC/G-Core, etc.) All passwords must be set to factory settings/delivery status, otherwise a system and error analysis is not possible. If the returned system is secured with passwords, the system will be completely reinstalled and all data will be deleted. GEUTEBRÜCK does not take any responsibility for resulting costs for a new parameterization of the system in the customer environment.

Reason for return:

- | | |
|--|---|
| <input type="checkbox"/> Repair | <input type="checkbox"/> Mistakenly ordered |
| <input type="checkbox"/> Repair with cost estimate | <input type="checkbox"/> Wrong article sent |
| <input type="checkbox"/> Return shipment to the advance exchange | <input type="checkbox"/> Article not needed anymore |
| | <input type="checkbox"/> Transport damage |

Article details:

We need a detailed error description. This must be entered in the field provided for this purpose. The more precise the error description, the shorter we can keep the processing time.

_____	_____	_____
Article description	Order number	Password
_____	_____	_____
Serial number	Date of delivery	Software release

When does the error occur?

- sporadically
- permanent
- during start-up
- during operation
- reproducible, as follows
(attach Screenshots if needed)

Project name:

Error description:

Camera functions checked (if the item of interest is a camera):

- POE Class checked Firmware updated Network connection checked Factory reset

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Attention: A Processing without RMA-number given in advance is NOT possible!

- The goods must be properly packed.
- Enclose with your return of goods the RMA form filled out completely and legibly as well as a copy of the delivery note or invoice
- Note the RMA-number on the outside of the package (not on the original product packaging!)

Sender adress:

_____ Company	_____ Customer number
_____ Contact person	_____ Telephone number
_____ Postal code/City	_____ Fax
_____ Street/No.	_____ E-Mail

Send to:

GEUTEBRÜCK GmbH
Im Nassen 7-9
53578 Windhagen Germany
02645 - 1370
aftersales@geutebrueck.com
www.geutebrueck.com

Delivery adress for returns fom non-EU countries:

Dörrenhaus GmbH Internationale Spedition c/o
RMA GEUTEBRÜCK GmbH
Auf der Kaiserbitz 3
51147 Köln
F.R. of Germany
Final airport of destination: Cologne

Delivery adress (if different)

_____ Company	_____ Customer number
_____ Contact person	_____ Telephone number
_____ Postal code/City	_____ Fax
_____ Street/No.	_____ E-Mail

City, date

Signature

The assignment of an RMA number is not an acknowledgement of a complaint, it is used exclusively for processing. Every return must be free of charge.