

# RMA Request (please fill out the pdf directly)



Send to:

**DISC Archiving Systems GmbH**  
**Support International**  
**Fax: +49 6721 9878220**  
**Email: support@disc-group.com**

## Customer

Company:

First Name:  Last Name:

Address:

Zip:  City:

State:  Country:

Phone:  Fax:

Email:

Dealer:  Purchase Date:

Shipping Address:

## Hardware

Model/Part:  Serial No.:

Problem:



The RMA number you requested will be valid for 2 months. After 2 months the RMA number will be cancelled.

### DISC Archiving Systems GmbH Service

#### Shipping costs for depot service during warranty

Customers shall pay transportation related costs incurred in shipment to DISC. DISC shall pay transportation related costs incurred in shipment back to customer.

#### Shipping costs for post warranty depot service

Shipment of parts to DISC free house, DISC shipment back to customer ex-works Bingen.

#### Machine audit

For equipment that is shipped to DISC for depot service after the warranty period has expired an equipment audit will be performed. For NSM/DISC equipment audit, Euro 210,- will be charged. If further action is necessary, an estimate of costs will be sent to the customer.

If the estimate of costs is accepted, the charge for the audit will be credited to the repair costs.

#### Packaging

DISC libraries may only be shipped for depot service in original DISC packaging. If the packaging for the library is not available anymore, the customer has to order new packaging material before shipping the library to DISC. The packaging material will be charged, even if the library is still under warranty.

#### Shipment of parts

The minimum purchase amount is Euro 50,-. All prices are ex-works DISC factory Bingen / Germany. All prices are subject to change without further notice. Standard lead time 10 working days. Delivery inside 1 working day is subject to Euro 200,- emergency expedite fee.

#### Warranty

The warranty period for new parts is 12 month and for refurbished exchange parts 6 month.

#### Exchange of parts

Defective parts have to be returned before a replacement is shipped. Preshipped replacement parts are invoiced, after receipt of the defective part a credit note will be made. The defective part has to arrive within 30 days. After this time the RMA process will be closed and the replacement part will not be credited any more.

