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Audit-No. -	Date 10. September 2012	<b><u>Shipping address:</u></b> intec Gesellschaft für Informationstechnik mbH, Rahmedestr. 90, 58507 Luedenscheid	

**Please do not forget to request a RMA number from our support team before returning any material to us (see page 2).**

**RMA-No. :** \_\_\_\_\_

Please make sure that the returned material is post-paid (packages with postage unpaid cannot be accepted). Please fill in the following form in detail and enclose it to the shipment. This will ensure that your order will be handled as soon as possible!

**Fault description:**

Operating mode:  ADSL  VDSL  SHDSL  Ethernet  POTS (PSTN)  BRI-U  BRI-S-bus  PRI  
 X.21  BRI-S-bus wiring test  RC measurement  R measurement  TDR  Line Scope  DMT  
 Analysis  Line qualification  serial interface  USB interface  Active Probe  General Operation  
 TE-or xTU-R Mode  NT- or xTU-C-Mode

**Organisational course of repair:**

Please note all profiles and measurement protocols will be deleted during repair. If you have important information stored in the device, you have to save them on PC.

- Warranty:** In case of returning material within warranty, please make sure that the proof of purchase is enclosed to delivery
- Estimate of costs in case of repair costs exceeding €130,-**  
 In case of a non-warranty situation, there will be no calculation of cost estimate, if the repair costs will stay below €130,-.
- Please send us a cost estimate in case of repair costs exceeding €180,-**
- Please send us a cost estimate in case of repair costs exceeding €250,-**
- Please send us a cost estimate in case of repair costs exceeding €300,-**

In case of damages, which are not covered by our terms of warranty, e.g. such as unsuitable use, improper maintenance, natural wear and tear, etc., we will inform you about this and an estimate of cost will be calculated.

When no fault can be found in the device sent in for repair, a lump sum of up to 68.30 EUR will be charged (depending on the device).


Company : \_\_\_\_\_ Tel. / Cell : \_\_\_\_\_  
 Street: \_\_\_\_\_ ZIP / City : \_\_\_\_\_  
 Contact person : \_\_\_\_\_ Fax : \_\_\_\_\_  
 Country: \_\_\_\_\_ Email: \_\_\_\_\_

Date / Signature : \_\_\_\_\_

**Term of payment: in advance (packing extra)**

**Please complete this form in all details and enclose it to the shipment.**

Please refer to our Terms and Conditions of Sale and Delivery, which are available at [www.argus.info/agb](http://www.argus.info/agb) or which can be sent on request.

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**Proceeding with possible failure:**

**Initial check by the user:**

**General check:**

- Has the most recent firmware been uploaded to the device; is the current WINplus/WINanalyse version in use?
- If possible, please replace accessories like batteries or cables by way of trial!

**Problem with power supply / charge state of rechargeable batteries:**

- Is the device being operated via rechargeable batteries, power supply or, if applicable, via S-bus line power (device-dependent)?
- If possible, please replace accessories like rechargeable batteries or cables by way of trial!
- Does a slack joint exist?

**If the failure cannot be repaired, please contact the intec support hotline:**

Tel.: +49 (0) 2351/907090      Monday till Thursday, 8.00 h till 16.30 h (GMT+1)  
 Friday, 8.00 h till 15.00 h (GMT+1)

Email: [support@argus.info](mailto:support@argus.info)

**There you'll get the RMA number for your customer order form.  
 Please have your type of device and serial number ready.**

**Type of device:** \_\_\_\_\_ **Serial number:** \_\_\_\_\_

**Please fill in page no. 1 of this form carefully and enclose it to the shipment.**