

Page 1/2	Document <b>FO82105_V1_12_EN</b>	<b>Return of goods / Repair order</b>  Customers form  <b><u>Shipping address:</u></b> intec Gesellschaft für Informationstechnik mbH, Rahmedestr. 90, 58507 Lüdenscheid	 GESELLSCHAFT FÜR INFORMATIONSTECHNIK mbH
Audit-No. -	Date 23. February 2024		

**Please 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.

**Reason for submission:** \_\_\_\_\_

**Fault operating mode:** \_\_\_\_\_

**Fault description:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Organisational course of repair:**

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

- Warranty:** Please make sure that the proof of purchase is enclosed to delivery.
- Estimate of costs in case of repair costs**  **exceeding 170,- €** /  **exceeding \_\_\_\_\_,- €**
- An estimate of costs is required in any case**

In addition, intec GmbH offers a discounted exchange of worn enclosure parts as a service. Please tick the relevant works:

- I would like to purchase a new**
- |  |  |                                       |
|--|--|---------------------------------------|
| <input type="checkbox"/> Keypad                | <input type="checkbox"/> Top cover           | <input type="checkbox"/> Bottom cover |
| <input type="checkbox"/> Top/Bottom jack panel | <input type="checkbox"/> Display cover glass |                                       |

The costs per enclosure part amount to 26,50 € (except ARGUS F240, 260, 300).

In case of damages, which are not covered by our terms of warranty (e.g. improper external intervention, missing or damaged warranty seal, overvoltage damage, etc.), you will be informed and an estimate of costs will be calculated.

If no fault can be found in the device sent in for repair, a lump sum of up to 138,40 € will be charged (depending on the device). For the estimate of costs, this is not applicable when the repair order is placed.

Contact address:

Company: \_\_\_\_\_ Tel.: \_\_\_\_\_  
 Street: \_\_\_\_\_ ZIP / City: \_\_\_\_\_  
 Contact person: \_\_\_\_\_ Fax: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

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

**Term of payment: in advance (packing extra).**  
**Please complete this form in all details and enclose it to the shipment.**

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Shipping address, if different from contact address:

Company: \_\_\_\_\_ Tel.: \_\_\_\_\_  
Street: \_\_\_\_\_ ZIP / City: \_\_\_\_\_  
Contact person: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_

Billing address, if different from contact address:

As shipping address

Company: \_\_\_\_\_ Tel.: \_\_\_\_\_  
Street: \_\_\_\_\_ ZIP / City: \_\_\_\_\_  
Contact person: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**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.

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

- Is the device being operated via rechargeable batteries, power supply or, if applicable, via BRI S/T 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)2351/9070-90 Monday to Thursday: 8.00 to 17.00 h  
Friday: 8.00 to 15.00 h

E-mail: [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 if necessary no. 2 of this form carefully and enclose it to the shipment.**

**Please write down the device type, serial number, RMA number for any questions you may have.**