



# RMA PROCEDURE

support@roland-electronic.com    FAX: 49 (0)7236-93 92-33

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## RMA procedure process and conditions

It may happen that a device is defective or an error in the delivery occurs. In order to help you as quickly as possible, we introduced the RMA process. The RMA (Return Merchandise Authorization) enables our service centre to allocate your return delivery.

In order to process products that you want to send back to us quickly and efficiently, we have systematised the processing of RMA procedures. Please fill in the RMA form as completely as possible.

**The RMA process is mandatory for each return delivery.**

A repair will be performed only after an allocation of a RMA number.

We therefore ask you to observe the following process carefully:

- Please fill in the RMA form as completely as possible! „Defective“ is no fault description.
- If the device has no error, we will charge a flat rate of verification depending on product and effort in addition to shipping costs.
- If there are any doubts or questions concerning the defective device, please contact us by phone: **+49 (0)7236-9392-0**.
- Before you send us the defective device, please complete the form, sign it and send it by fax to **+49 (0)7236-9392-33** or by email to **support@roland-electronic.com**. **Please attach a copy of the invoice.**
- You will receive a RMA number. Please add the RMA number to the form and enclose a copy of the form with the return delivery.
- We will not be liable for damages in transit that occur because the products have not been packed properly and securely. Please use if possible the original packaging.
- To avoid complaints, please designate all provided accessory exactly within the form.
- If there is no response by the customer within 4 weeks after receipt of the cost estimation, the unit will be returned. The customer has to carry the costs of the transport and the check.

Please send your returns to:

Roland Electronic GmbH  
RMA No.: .....  
Otto-Maurer-Str. 17  
75210 Kelttern / Germany

Thank you,

Your Roland Electronic Team

## ROLAND ELECTRONIC GmbH

Otto-Maurer-Str. 17  
75210 Kelttern / Germany

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info@roland-electronic.com  
www.roland-electronic.com



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Customer data

RMA No.:	
Customer No.:	

Contact person

Name:	
Phone:	
Fax:	
E-Mail:	

Company data (Name, address, etc.)  
or Company stamp

Delivery address		Different invoice address
Street, No.:		
ZIP, city:		
Country:		

Device data

- False ordered   
 False delivery   
 Repair  
 Others:

Product, Type (1)	P.N. (2)	S.N. (3.)

Fault description:

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Issuer (Name)

Date

Signature

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