



Service request

LJU Automatisierungstechnik GmbH
Am Schlahn 1
D-14476 Potsdam/OT Gross Glienicke
FAX: (+49)03320141422
Email: rep@ljuonline.de

RMA-No.:

Customer /Billing address:

Company: _____ Contact person: _____
 Street: _____ Department: _____
 ZIP, Place: _____
 Tel: _____ Fax: _____
 Email _____

When you return articles for repair/warranty repairs, please enclose a detailed description of the defect ("defective" is not explanatory enough). You will thus avoid tedious questions from us and will accelerate the repair process.

Product	Plant number	Device number	Model year	Defect indication	Detailed description of defect

Reason for return: Repair: Other reason:
 Modification/remodeling: Delivery: _____

Estimate required:
 Yes No for repair costs exceeding: _____

Date : Signature:



Rules for the return of goods

Dear customer,

In order to facilitate the handling of the returned articles quickly and without errors, please request an RMA-number (see below) before you return anything and enclose the completely filled in form along with the articles. Otherwise, we will not be able to process the case.

1. RMA-no. assignment:

- Please request an RMA-number before returning any articles. Send us the filled in RMA-form by FAX to the following number: +49 33201 41422. You will then be sent an RMA- number immediately. Make sure the description of the defect is accurate ("defective" is not explanatory enough). You can thereby reduce the repair time considerably.

2. Resending for repair:

- The **completely filled in** RMA-form must be enclosed with the returned articles (otherwise we cannot process the case).
- Please mark the RMA-number visibly on the **outside** of the package.
- Returns without **detailed defect description** cannot be processed ("defective" is not explanatory enough)
- The goods sent for repair must be packed in a professional manner.

3. Estimate:

- If you wish to have an estimate before the repair, please put a tick in the relevant box on page 1. We will then convey to you the probable repair costs as quickly as possible. If you give the repair order later, the estimate is free of cost. If you do not send a repair order, we will send back the goods to you and charge a flat amount of 65.00 € plus dispatch costs.

We thank you for your understanding!

Yours sincerely,

LJU Automatisierungstechnik GmbH