

Laser Marking +
Engraving Solutions



Easy, quick and smooth:
Our service for your repair or
warranty replacement shipment

Our RMA Repair Service: To ensure you can make your mark again tomorrow without any problems

Should any of your equipment ever be in need of repair, under warranty or otherwise, it will be reconditioned at our main plant in Germany, provided that a repair is viable and the installation of a new or replacement part is not cheaper. We check all of this within the scope of our structured RMA process, which offers you many advantages while providing our team with a clear view of what needs to be done so that everything can be handled quickly and smoothly. Our service hotline staff merely support this process by accepting requests for repair.*

** RMA stands for Return of Material Authorization and describes the structured return of goods requiring repair both with and without a valid warranty.*

Four simple steps are all it takes for your problems to disappear. Thanks to RMA.

- Complete the RMA slip available at www.fobalaser.com (Service > Downloads), sign it and send it back to us by fax or e-mail. Complete one slip per piece of equipment.
- We check your request and notify you immediately of the most economical solution. This can be a warranty replacement shipment or an offer for a spare part, a new part or a repair, in which case you are given an RMA number.
- This is the code number for the consignment of the goods. Please write it clearly visibly on the RMA slip, which you should then attach to the parcel in which you are sending the defective part/system to us.
- We then repair it for you and send it back in full working order – simply, smoothly and quickly.

RMA is more than easy, quick and smooth. Your advantages at a glance:

Thanks to calculable expenditure, precise fault analysis, immediate solution proposals and timely execution, the solution to your problem always works out. This is because we always calculate the most economical way of doing things, be it a repair, a warranty replacement shipment or a spare part delivery. And we always remain in direct contact with you, thus creating clarity and transparency for everyone involved.

**RMA is personal:
Our service hotline**

The first port of call for all questions and problems regarding your laser system and the RMA process is our service hotline. The hotline staff are there to help you with your request and provide you with detailed documentation concerning the process. You can reach our hotline staff on
T +49 38823 55-360 or
service@fobalaser.com

FOBA <small>— ALLTEC</small>		Return Materials Authorization (RMA) Request / Materialrückgabeantrag (RMA)						
RMA #⁽¹⁾ <small>RMA number (will be assigned by us)</small> <small>RMA-Nummer (wird Ihnen zugewiesen)</small>		Customer Reference Number #⁽²⁾ <small>Kundenreferenznummer</small>		Alttec Case #⁽³⁾ <small>Alttec-Casus-Nr.</small>				
Customer⁽⁴⁾ <small>Kunde</small>		Distributor⁽⁵⁾ <small>Vertriebler</small>		Original PO Number #⁽⁶⁾ <small>Ursprüngliche Bestellnr.</small>				
Contact person / Phone #⁽⁷⁾ <small>Ansprechpartner / Tel.</small>		Address #⁽⁸⁾ <small>Adresse</small>		Laser System / Type⁽⁹⁾ <small>Laser-System / Typ</small>				
Fax #⁽¹⁰⁾ <small>Faxnummer</small>				Serial Number⁽¹¹⁾ <small>Serialnummer</small>				
Part Description ⁽¹²⁾ <small>Artikelbezeichnung</small>	Qty. ⁽¹³⁾ <small>ANZAHL</small>	Part Serial # ⁽¹⁴⁾ <small>Bestellnr. / Art.</small>	Instr./Version ⁽¹⁵⁾ <small>Instruktion</small>	Error description / Defects ⁽¹⁶⁾ <small>Fehlerbeschreibung / Mängel</small>	Returned to customer <input type="checkbox"/>	Returned to Alttec <input type="checkbox"/>	RMA# <input type="checkbox"/>	Repair <input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special requests / Instructions <small>Weitere Angaben/Anweisungen</small>								
Alttec reserves the right to deny the warranty claim until final inspection of the returned part(s). <small>Alttec behält sich das Recht vor, die Gewährleistung abzuweisen, bis die Rückgabe der Bauteile bis zur abschließenden Prüfung zufriedenstellend ist.</small>								
WARRANTY TERMS <small>When a warranty replacement has been indicated, an RMA will be issued for the return of the defective part. In this case, customer must return the defective part or communicate the forward tracking number for defective part within a specific time frame: 2 weeks (B2B/C customers), max. 4 weeks (outside B2B/C). The return must be in the condition to analyze the defects and further improve our quality. If the part is not returned within this period, we reserve the right to invoice the customer at list price.</small> Warranty conditions <small>Warranty parts must be in original condition and appropriate packaging with all serial numbers. The laser cavity RMA speed must include the original RMA number inside on the outside of the package.</small> <small>if parts are returned to credit only (B2B/C), a return fee of 200€ is added from the credit amount. Freight and customs costs are not credited.</small> <small>Customer Agreement necessary.</small>								
RECEIVED AND ACKNOWLEDGED <small>Nach einer Serviceanfrage wird ein RMA für den Rücksende der defekten Teile erstellt. In diesem Fall ist der Kunde verpflichtet, das defekte Teil zurückzusenden. Die Fristen sind 2 Wochen (B2B/C-Kunden), bzw. 4 Wochen (außerhalb B2B/C). Die Frist kann durch die Übermittlung einer Retention-Tracking-Nummer verlängert werden. Die Ware, die an Alttec zurückgegeben wird, muss in einem Zustand sein, der eine Analyse der Defekte und die weitere Verbesserung unserer Qualität zulässt. Wenn ein Teil nicht innerhalb dieses Zeitraums zurückgegeben wird, behalten wir uns vor, das Teil in Höhe des Listenpreises zu beschreiben.</small> <small>Für alle Returnteile zurückzubehalten Teilnummern in Originalpackung und/oder die Rücksendung in geeigneter Verpackung. Rücksendungen dürfen nicht geöffnet werden.</small> <small>Bei qualifizierter Analyse der Materialrückgabe muss die Rückmeldung beigefügt sein. Die RMA Nummer ist ebenfalls auf der Verpackung zu vermerken. Eine Beschriftung des RMA als defektes Bauteil ist nicht möglich. Rücksendekosten</small> <small>Im Falle von Kundenanfragen wird die gesamte Bestellungsgebühr in Höhe von 200 € zuzügl. Porto- und Zollkosten beim Kunden nicht erstattet werden.</small>								
Alttec reserves the right to deny the warranty claim until final inspection of the returned part(s). <small>Alttec behält sich das Recht vor, die Gewährleistung abzuweisen, bis die Rückgabe der Bauteile bis zur abschließenden Prüfung zufriedenstellend ist.</small>								
By signing this document, the customer agrees to be invoiced for the returned parts, if above mentioned conditions are not met. <small>Mit Unterschrift dieser Dokumentare akzeptiert der Kunde eine Rechnungsgstellung, die zur abgesetzten Tafel, sofern oben genannte Voraussetzungen nicht erfüllt sind.</small>								
Customer Name/Address/Postcode <small>Kunde Name/Adresse/Postleitzahl</small>			Customer Signature/Date <small>Kunde Unterschrift/Datum</small>					

FOBA[®]

Laser at your service

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