

Laser Marking +
Engraving Solutions

FOBA[®]

Laser at your service

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@alltec.org**

FOBA — ALLTEC
Laser at your service The Laser Business Unit

Return Materials Authorization (RMA) Request / Materialrückgabeantrag (RMA)

RMA # ⁽¹⁾ RMA number (will be assigned to you) RMA-Nummer (wird Ihnen zugewiesen)		Customer Reference Number # ⁽²⁾ Kundenreferenznummer: #		Alltec Case # ⁽³⁾ Alltec-Case-Nr.:																			
Customer ⁽⁴⁾ Kunde		Distributor ⁽⁵⁾ Verteiler:		Original PO Number # ⁽⁶⁾ Ursprüngliche Bestellnr.																			
Contact person / Phone # ⁽⁴⁾ Ansprechpartner / Tel.:		Address ⁽⁵⁾ Adresse:		Laser System / Type ⁽⁶⁾ Laser System / Typ:																			
Fax #: Faxnummer:				Serial Number: Seriennummer:																			
Part Description ⁽⁷⁾ Artikelbezeichnung	Part # ⁽¹¹⁾ Artikel-Nr.	Part Serial # ⁽¹²⁾ Serienr. Art.	Index/Version ⁽¹³⁾ Index/Version	Error description / Defects ⁽¹⁴⁾ Fehlerbeschreibung / Mängel	<table border="1"> <tr> <td>Warranty⁽⁸⁾ Garantie</td> <td>Replacement part Ersatzmaterial</td> <td>Repair Reparatur</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Warranty ⁽⁸⁾ Garantie	Replacement part Ersatzmaterial	Repair Reparatur	<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"/>
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Special requests / Instructions Weitere Angaben/Anweisungen																							
<p>Alltec reserves the right to deny the warranty claim until final inspection of the returned part(s). Alltec behält sich eine endgültige Einstufung dieser Rücklieferung als Garantie bis zur technischen und kommerziellen Klärung ausdrücklich vor.</p> <p>Warranty conditions After a warranty replacement has been delivered, an RMA may be opened for the return of the defective part. In this case, customers shall return the defective part or communicate the forwarder tracking number for defective part within a specific time frame: 2 weeks (EMEA customers), max. 4 weeks (outside EMEA). The return puts us in a position 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.</p> <p>Reclaim condition Returned parts must be in original condition and appropriate packaging with all seals unbroken. The fully completed RMA sheet must be included in the shipment. RMA number visible on the outside of the package.</p> <p>Shipping fees If parts are returned for credit on a goods bill basis, a handling fee of 200€ is deducted from the credited amount. Freight and customs costs are not credited.</p> <p>Other conditions Different agreements might apply.</p> <p>Fax your RMA request to +49-38823-55-291. In case of questions call +49-38823-55-300 / An +49-38823-55-291 faxen bei Rückfragen +49-38823-55-300 anrufen</p> <p>By signing this document, the customer agrees to be invoiced for the returned parts, if above mentioned conditions are not met. Mit Unterschrift dieses Dokumentes akzeptiert der Kunde eine Rechnungstellung des zurückgelieferten Teiles, sofern oben genannte Voraussetzungen nicht erfüllt sind.</p>																							
Requester/ Delivery Dept./Distributionsabteilung			Customer/ Kontaktperson/Kunde																				

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Download the RMA form under www.foba.de > Service > Downloads