

Return Material Authorization (RMA) Form

Send to:

IPP – Ing. Peter Peutler GmbH

Service

Gemeindeweg 5

AT-8054, Seiersberg-Pirka

AUSTRIA

Company name:

Address:

Contact:

Phone:

Fax:

E-mail:

RMA-Number:

Part number:	Description (item name, type of device): <input type="checkbox"/> IMEDIS-EXPERT <input type="checkbox"/> MINI-EXPERT-DT <input type="checkbox"/> MINI-EXPERT-T <input type="checkbox"/> IMEDIS-BRT-A <input type="checkbox"/> Other	Serial number
Included accessories (<i>only include required items; please do not include batteries!</i>) If more items are returned, please use rear side to specify ...		
Requested Service:		
<input type="checkbox"/> Selector update to version <input type="checkbox"/> 32 (2020) <input type="checkbox"/> 33(2021) <input type="checkbox"/> 34 (2022) <input type="checkbox"/> 35 (2023) <input type="checkbox"/> 36 (2024)		
<input type="checkbox"/> Firmware update		
<input type="checkbox"/> Frequency lists update		
<input type="checkbox"/> Recurrent Safety Check-up		
<input type="checkbox"/> Other ...		
Description of failure, resp. of malfunction (action to be taken): for more details, please use the "Malfunction Report"		
Device under warranty? <input type="checkbox"/> Y / <input type="checkbox"/> N		
Divergent delivery address for returns:		

Please, return the completed RMA-form by e-mail office@peter-peutler.com (fax: +43 316 286159-15)

You will receive your **RMA-number** via our website <https://www.imedis.at/en/imedis-service-point/> RMA-number generator. The RMA-number must be attached, well visible, on the outside of the shipping box (packing). The RMA-number is valid for 14 days. Please note, that items received without a valid RMA – number and without a detailed description of failure or malfunction, will be refused!

For devices not covered under warranty we provide a "Repair Quotation" prior to starting our work! The „GENERAL TERMS OF DELIVERY OF THE AUSTRIAN ELECTRICAL AND ELECTRONICS INDUSTRY“ shall be applied!

Please ship your items by post or by parcel-service to the following address and make sure that everything is carefully packed and that the parcel also is transport-insured (valuable goods)!!!

Please ship to:

IPP – Ing. Peter Peutler GmbH

Service

Gemeindeweg 5

AT-8054 Seiersberg-Pirka

Item-List of Returned Goods

Send to:

IPP – Ing. Peter Peutler GmbH
Service
Gemeindeweg 5
AT-8054, Seiersberg-Pirka

AUSTRIA

Company name:

Address:

Contact:

Phone:

Fax:

E-mail:

RMA-Number:

Pos	p / n	Item name	Quantity

Remarks:

Date:

Name (print):

Signature:

General Guidelines for returning items or equipment for service

1. Request your RMA – number(s) prior to shipping any items for repair
2. Do not include unnecessary items with the shipment
3. Do not include batteries with the shipment (dangerous goods!)
4. Include a list of items being returned
5. Include a malfunction report (if applicable) with each item being sent to our service department
6. If more than 1 device is sent for service or for recurrent safety inspection at once, please pack and mark each set (device and related accessories) separately!
Each set needs to be marked with the serial number of the device