

# ECOM Trading GmbH

Service/RMA  
Siemensstr. 9

85221 Dachau

Service Hotline: +49 8131 5695 201  
Fax: +49 8131 5695 515  
e-Mail: [service@ecom-trading.net](mailto:service@ecom-trading.net)



## Service consignment note

(RMA no. Only requires registration with DOA )

Customer number:	
Invoice number:	
Invoice date:	
RMA numer (DOA):	
Name/company:	
Street:	
Post code/town:	
Contact:	
Tel. no.:	

### Reason for return:

- for repair / guarantee replacement
- due to incorrect delivery
- other

In case of different delivery address	
Name/company:	
Street:	
Post code/town:	
Contact:	
Tel. no.:	

### We wish to return the following article to you:

Article description: \_\_\_\_\_  
Article number: \_\_\_\_\_

Serial number: \_\_\_\_\_

### Detailed description of defect or reason for return:

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### In order to ensure prompt processing of your return, please note the following points:

1. Send the goods **without accessories**. **With exception of devices with power cable or power supply unit and box goods - CPU with cooler.**
2. **Freight collect** shipments will **not be accepted** at our goods-in.  
We assume the costs for return of goods.
3. To ensure that we meet the stated door-to-door time of your return we require a detailed description of defects.
4. Goods that are mechanically damaged or that bear third-party labels are no longer covered by our warranty obligation and will be returned to you unprocessed. This also applies to RAM on which our guarantee seal has been removed.
5. When packing the return please ensure that the goods are adequately protected.  
Electronic components must be delivered in anti-static packaging.
6. In case of unjustified complaint we reserve the right to charge a processing fee, the height of which will be decided according to costs uncurrred.
7. The obligation of **secure data** ist that of the customer, we accept **no liability for loss of data**.
8. Our General Terms and Conditions apply.