

RMA - No.:	Date:
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Customer:	Return - Address	Invoice - Address
Name:		
Tel.:		
Fax.:		
Mobile:		
E-mail:		

Product-Name:	
Prod.-Art.-No.:	Prod.-Ser.-No.:

Reason for Returning: (please mark the reason here)

Repair
 Return from Trial / Training
 Return for Credit
 Exchange
 Upgrade
 Warranty
 Other

Problem Description: (please as detailed as possible)

Out of Box Failure
 In Service Failure after ___ Month
 In Service Failure after > 24 Month

Configuration: (if relevant)

Environment: (if relevant)

Installation environment (incl. Customer`s name, where the link installed, Interface, Temperature, etc.)

Tests were done to verify the problem : (if any)

Shipping address:
 BKtel communications GmbH
 Service division
 Benzstraße 4
 D 41836 Hückelhoven / Germany

Shipping address:
 BKtel communications GmbH
 Service division
 Bahnhofstrasse 82
 D 70806 Kornwestheim / Germany

 Please put a copy of the RMA Request Form to the product !