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Ihre Kontaktperson
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Datum
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Dear Sirs,

we regret that you have problems with your appliance ordered by Canvys.

To provide for a easy processing, we would like to refer to our terms and conditions an to our RMA-handling.

Before you return each goods, you have to request a RMA-no.

Please send the completed RMA-form to Canvys´ fax number (+49 771/8300-80). In the form, the fields marked by a star are fill in obligatory, otherwise no further handling would be possible. You will get back a fax with your RMA number.

This RMA number has to be clearly recognized outside of the consignment of goods. If there are several articles in a consignment, each article has to be marked individually with the RMA number. Please remember, that the assigned RMA number will be only 30 days valid. Returns and consignments of goods without a RMA number will be rejected.

You are responsible for costs and transports to Canvys. Transpotation damages due to insufficient packing have to be charged to the sender.

If appliances are returned within the warranty time errors (i. e. for no reason at all), we will charge an examination flat rate.

When the guarantee run off or the repair work does not come under the A.C.T. Kern warranty conditions, we will probably charge the repair costs due to flat rates. For those repair flat rates, you will not received any cost estimate.

All repair works are covered by 12 month warranty for material and implemented work.

On further inquiries to our service - / repair department we kindly ask you to state always the RMA number, otherwise handling will not be possible.

Kind regards

Canvys – Visual Technology Solutions
Service & Support