

RMA document (repairs)



Please fill in and send back to PHOENIX Professional Audio GmbH

via FAX: +49(0)8061-495603-1

via email: support@phoenix-pa.com

To be completed by PHOENIX	RMA no.:	
	Delivered free on:	
Remarks (damage, packaging, etc.) <div></div>		

Contact data

Customer no.:			
Company:		Contact person:	
Street:		Telephone:	
Postal Code / City:		Email:	

Defective article

Designation / Type:		Serial no.:	
Date of purchase:		Invoice no.:	

Detailed error description

Date:

Signature, Company stamp

With my signature I confirm that I have read and accept the return conditions, repair conditions and general terms and conditions.

Return delivery terms

Dear customer,

In order to process your returns as quickly as possible, we ask you to complete our RMA document as best as possible.

For a return, please note the following:

- **Before** returning the goods, please request an **RMA number** by filling in the RMA document and sending it to us via fax +49(0)8061-495603-1 or email (support@phoenix-pa.com).
- **After receiving the RMA number**, attach the completed RMA document including the RMA number communicated by us to the device and send it to us: Phoenix Professional Audio GmbH, Gewerbepark Markfeld 5, 83043 Bad Aibling, Germany.
- If there is a complaint within the warranty, please add a copy of the invoice.
- The goods will only be accepted by us if they are **delivered free domicile**.
- Without a completed error report in the RMA document, no processing takes place.

No repair on warranty, if:

- the device has been damaged by improper handling (for example faulty operation, overvoltage, operation of a device beyond its specification).
- the device has been damaged by improper packaging (mandatory for the shipment of electronic devices are: sufficient padding as well as another solid outer packaging around the device box!).
- the device has been modified in any way, e.g. soldering, changes in electronics.
- in case of mechanical defects, e.g. broken pins or plugs.

Costs:

- For devices that are no longer within the warranty period or for the reasons named above, no warranty can be asserted, we charge a **processing fee of net 49,- € plus transport costs**.
- For returned goods, even within the warranty, in which even after a review no errors were found, we charge a **processing fee of net 49,- € plus transport costs**.
- The **preparation of a cost estimate** is liable to pay and is calculated **net 49,- € plus transport costs**. If the repair authorisation is given or in case of a new purchase of a comparable device as a replacement, these costs will not be charged. If a return of the device is not required (scrapping), we also offer to not charge the processing fee or the cost estimate.

Our general conditions of sale, payment and delivery apply. Please find them via:

www.phoenix-pa.com/shop/AGB .