|  |  |  |
| --- | --- | --- |
| Customer information  |  | RMA information (completed by Escowa) |
| Company name      | VAT number      |  | RMA number | Date of handling (internally)      |
| Address      |  | Our reference      | Date for arrived goods      |
| Zip code      | City / Country      |  | Approved for RMA handling[ ]  Yes [ ]  No | Note for approval:      |
| Customer reference      | Reference Telephone no      |  | RMA Action[ ]  Return goods [ ]  Repair goods[ ]  Exchange goods [ ]  Invoice credit |
| Customer reference email address (will be used as return address for this RMA-form)      |  |

|  |  |  |
| --- | --- | --- |
| Return address if other than above (ex 3rd party customer) |  | Invoice information for non-warranty matters |
| Receiving company name | Receiving reference |  | Company name, if other than sender      | Reference      |
| Shipping address      |  | Invoice address      |
| Zip code      | City / Country      |  | Zip code      | City / Country      |

|  |
| --- |
| Object information (for products invoiced on the same invoice only) |
| Quantity | Product description | Serial no | Invoice no | Fault description |
|     |       |       |       |       |
|     |       |       |       |       |
|     |       |       |       |       |
|     |       |       |       |       |
|     |       |       |       |       |

|  |
| --- |
| Terms for returning goods (Return Merchandise Authorization) |
| * In accordance with your agreement with Escowa AB, all returning goods should be pre approved thru this RMA-form.
* If a valid RMA number is missing on returned goods Escowa AB will invoice according to current service price list.
* If the returned goods do not match the description above, is not covered by warranty or a new product has been sent prior to the return of the non faulty item, Escowa AB claims the right to invoice for troubleshooting and repairs, or product exchange respectively.
* This document should be filled in and returned in Word-format to: rma@escowa.se
* Upon returning a water cooler it MUST be properly secured on a shipping pallet. No shipping with postal service is accepted and **all warranties will be dismissed** upon doing so.
* Please note! Always await our RMA response and keep accepted RMA form attached with returning goods.
 |
| **[ ]  Yes, I understand the terms for returning goods Name:**       |

*At the very least, all yellow fields must be filled in for us to handle your RMA-form.*