|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 |
|  |  |  |  |  |
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| --- |
| 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](mailto: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.*