

RMA FORM



Customer information	
Company name	Corporate ID number
Address	
Postal code	Postal address
Customer contact person	Customer ref phone number
Reference e-mail address (for return of RMA form)	

RMA details (to be completed by Escowa)	
RMA-number	Case date (stated upon return to Escowa)
Our reference	Date goods received
Approved for RMA handling <input type="checkbox"/> Yes <input type="checkbox"/> No	Note
Action <input type="checkbox"/> Return <input type="checkbox"/> Repair <input type="checkbox"/> Replacement <input type="checkbox"/> Credit	

Return address if different from above (e.g. direct to customer)	
Recipient company	Contact person
Delivery address	
Postal code	Postal address
Phone number	
E-mail address	

Billing details	
Company name if different from sender	Reference
Billing address	
Postal code	Postal address
Phone number	
E-mail address	

Product information (for items on the same invoice number)				
Qty	Product description	Serial no.	Invoice no.	Fault description

Terms for return of goods (Return Merchandise Authorization)
<ul style="list-style-type: none"> • According to your agreement with Escowa AB, all returns must be preceded by an RMA request before any goods are sent to us. • If an RMA number is missing, troubleshooting will begin and labour will be invoiced according to the current price list. • If the returned item does not match the fault description, the fault is not covered by warranty, or a replacement product was sent before return of a non-faulty item, Escowa reserves the right to invoice for troubleshooting and repair, or for the cost of the replacement product. • This document must be returned in UNLOCKED PDF format to rma@escowa.se • When returning a water cooler, it must be secured on a pallet. If a cooling unit is sent as a parcel, the warranty will be void since we cannot be responsible for damage that may occur during transport. • Note: Wait for a reply from Escowa and include a copy of the response form with the shipment.
<input type="checkbox"/> I have understood the terms for return handling Name:

At minimum, all yellow fields must be filled in for your RMA request to be processed.