

# RMA-FORM

Nanosystems and  
Technologies  
GmbH



Please fill in this form completely and attach it to the returned article.  
Send it back to the address below:

## nanoplus Nanosystems and Technologies GmbH

### sales department

Gleimershäuser Str. 10  
D-98617 Meiningen  
Germany

**phone:** +49-3693-50-5000-0

**fax:** +49-3693-50-5000-19

**e-mail:** sales@nanoplus.com

### RMA #: RMA

To get your RMA no. please contact the nanoplus sales department.

← Enter RMA no. here!

Dear Customer,

we hope that your goods have arrived undamaged and functional at your company and will work properly. Nevertheless, in case you are in need of returning an item, please contact us in advance by phone or e-Mail. If applicable, our sales department will issue a RMA-number for you with which you can return the item. In addition, please fill out this form entirely and attach it to the shipment. This ensures a smooth and rapid processing of your complaint. You will receive a complaint report once processing is completed.

\_\_\_\_\_ company

\_\_\_\_\_ phone

\_\_\_\_\_ contact person

\_\_\_\_\_ e-mail

\_\_\_\_\_ end customer (if applicable)

\_\_\_\_\_ nanoplus contact person

### product

| amount | serial number/s | wavelength | package |
|--------|-----------------|------------|---------|
|        |                 |            |         |
|        |                 |            |         |

### reason for complaint

| error description<br>(e.g. when and how did the error occur? Suddenly, gradually, after assembly...) | approximate running time until error   |  |
|--|--|--|
|  | temperature when error occurred  |  |
|  | current when error occurred  |  |
|  | max. temperature   |  |
|  | max. current   |  |
|  | max. TEC current   |  |
|  | How do you operate the device?<br><input type="radio"/> heat sink <input type="radio"/> collimation <input type="radio"/> driver<br><input type="radio"/> others _____ |  |

note: if you can provide any further information, like measurement data, pictures... please attach them to this document

\_\_\_\_\_ place, date

\_\_\_\_\_ signature

# How to use the RMA-form

Dear customer,

we are committed to your satisfaction and will happily process your return.  
To return the item, please follow the steps below:

## 1. Get your RMA number

Please contact our sales department, they will issue the RMA number for your return.

## 2. Fill in the RMA number

After you receive the RMA number, please complete the RMA-form.

## 3. Pack the items

All returns must be properly and securely packed according to the ESD guidelines.  
The customer assumes responsibility for the product until received at our facility.  
Attach the RMA-form to the shipment. Always send the completed RMA-form with the items.  
Returns will not be accepted without a RMA-form.  
Please print the RMA number also on the outside of your package.

## 4. Final check

Did you include everything?

- Product
- Complete RMA-form
- Detailed description of defect on the RMA-form. If necessary, please use an additional page
- RMA number clearly visible on the package

## 5. Off we go!

You can now mail your package. Please note that we cannot accept unstamped returns or returns without an RMA-form.