

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 the RMA form

After you receive the RMA-number, please complete the RMA-form and e-mail it to your sales contact.

The PDF can be filled, you do not need a Word-File!

3. Pack the items

All returns must be properly and securely packed to the ESD guidelines. The customer assures responsibility for the product until received at our facility. Returns will not be accepted without an e-mailed RMA-form. Please print the RMA number also on the outside of your package.

4. Final Check

Did you include everything?

Product

Detailed description of defect on the RMA-form

Complete RMA-form e-mailed to your sales contact

RMA number clearly visible on the package

5. Off we go!

You can now mail your package.

nanoplus RMA return document		Nanosystems and Technologies GmbH nanoplus
Dokument (document): F-8-7001	Zuständigkeit (authority): V	Freigabe (approved): 17.12.2018
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RMA-FORM

Please fill this form completely and e-mail it to nanoplus.
 Send the parts 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
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RMA #: RMA
 To get your RMA no. Please contact the nanoplus sales department.

← Enter RMA number here!

Dear Customer,


We hope that your goods have arrived undamaged and functional and will work properly. Nevertheless, in case you are in need of returning an item, please contact us in advance by 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 e-mail it to nanoplus. This ensures a smooth processing of your complaint.

institution and contact person (e-mail)

product			
serial number	wavelength	date of purchase	package

reason for complaint	
Error description: (e.g. when and how did the error occur? Suddenly, gradually, after assembly? The more information we have, the better we can process the RMA.	approximate ON-time until error
	temperature when error occurred
	current when error occurred
	How do you operate the device? Description of heat sink, collimation, driver, optical feedback, etc.

note: if you can provide any further information, like measurement data, pictures etc, please send them via e-mail

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