

Return Merchandise Authorisation (RMA)

Dear Audionet customer,

Please note that - if not a matter of warranty - an estimation of costs for repairing is subject to a fee, as searching for errors might already require repairing the device or parts of it. The estimation of costs is explicitly preliminary and comprises only the foreseeable and expected costs. For generating the estimation of costs Idektron charges 120,- € incl. VAT. In case the permission to repair is granted this fee will be waived. If the permission to repair is denied or not granted within 3 weeks, the fee of 120,- € is due immediately in addition to the return shipping charges.

Please fill in this return merchandise authorisation form completely and send it by e-mail to service@audionet.de. After validation you will receive a RMA number. Devices without a valid RMA number are not accepted by our service centre!

Therefore do only send your device after the service centre contacted you with you RMA number and note the RMA number on the package before sending it to the following address:

Audionet Service
Mariusz Juraszek
Markgrafenhof 3
45886 Gelsenkirchen
Germany

For further inquiries our service line is available at:

Tuesday: 10 to 12 am and 2 to 4 pm
Thursday: 10 to 12 am and 2 to 4 pm
Phone: +49 (0) 30 233 24 21 18
Mail: service@audionet.de

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IDEKTRON Unternehmens- und Technologie-Beratung GmbH & Co. Entwicklungs- und Produktions-KG

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Audionet Service
Mariusz Juraszek
Markgrafenhof 3
45886 Gelsenkirchen
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Return Merchandise Authorisation

RMA number

Equipment information

Type

Serial number (located on the back side)

Warranty

- no yes (please enclose sales receipt)

Owner information

First name

Family name

Mail

Phone

Address

ZIP Code, City

Country

Retailer information

Name

Mail

Phone

Address

ZIP Code, City

Country

Original packaging

- yes no

Included Accessories (PUCK, error causing CDs, etc.)

Short error description (observations, display informations with exact wording)