**Customer Return Consignment**

|  |  |
| --- | --- |
| **RMA number**(provided by Alemnis) |  |
| **Date** |  |

**Sender** (Address will be used for reshipment) **Contact**

|  |  |  |  |
| --- | --- | --- | --- |
| Company |  | Name |  |
|  | Phone |  |
| Address |  | Email |  |
|  |  |  |
| Postal Code |  |  |  |
| City  |  |  |  |
| Country |  |  |  |

Any specific packaging that Alemnis should re-use for return? Yes No

**Important Notes**

Please make sure to indicate whether the returned goods have been in contact with hazardous substances or ionizing radiation. This information is mandatory, and the repair will not be processed until it is provided.

If possible, please enclose a photo/sketch of the installed setup of the returned items.

Please send back the complete system including controller box and laptop. If this is not possible, please inform the Alemnis service team (technical-support@alemnis.ch) before sending the items.

**Serial Numbers of affected component(s):**

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |

**Hazardous substances:**

Was the product contaminated / in contact with potentially hazardous materials? Yes No

If yes, please list all substances, gases and by-products below, which came into contact with the product, and attach the material safety data sheets to the returned items. Please make sure, that all parts have been cleaned and that all necessary safety arrangements were made to prevent any harm (health risks) to Alemnis staff members while handling, evaluating and repairing the returned parts.

**Physical environment and operating conditions:**

Did the error occur during an experiment? Yes No

If yes, in which control mode did the error occur?

Is the erratic behaviour reproducible? Yes No

Did the problem occur suddenly (after some event) or was there a slow change?

 suddenly slow change

Please describe the operating conditions below (type of experiment, load – disp. profile, test environment, etc…)

**Problem description:**

Please describe the defect in as detailed a manner as possible. Please also provide all information about the program sequence you have used or the data set, when the error appeared.

**Return address:**

Please use the following address for all return shipments:

Alemnis AG

Feuerwerkerstrasse 39

3602 Thun

Switzerland