



ANKERMANN
innovative since 1997

SUPPORT HOTLINE: +49 (0) 76 41 / 93 53 606

Monday - Friday: 08.00 - 12.00
13.00 - 15.00



Customer no.:

Order no.:

First/Last name:

Tel.: + /

Email:

If your Windows is password-protected, we need the access credentials.
You are of course welcome to change the password beforehand.
Your private data will remain private!

Password/PIN:

RMA - RETURN FORM

Please contact us **always** before returning an item. Many problems can be solved by getting in touch with us directly.

Please complete this form in full and enclose it with the product when returning it.

If the reported issue cannot be reproduced during our inspection and no defect can be established, costs of 69 € may be charged for the inspection effort. In such a case we will contact you in advance and agree the further procedure with you.

Please note that data backup is your own responsibility. If you send us your PC and the storage device is replaced, we may have to charge for the data transfer.

Reason for return and description:

Transport damage (please take photos)

Defective

If defective, continue here

Wrong item received

Withdrawal (cancellation after purchase)

No picture (please see our PC guide*)

Crashes / unstable

Computer no longer starts

Other

describe in detail here

continue here

How often does the fault occur?

Continuously

Right at startup

Occasionally

Always after _____ (min/hrs?)

Detailed fault description:

(Please describe the situation in as much

detail as possible so that our staff and technicians can search efficiently for the cause.)

Info: Please note that we do not provide any warranty on software. This includes Windows and possible driver problems, as this is the responsibility of the software developers.

Delivery address for the return shipment

Company:

Recipient:

Street:

Postcode / City:

Address addition:

Country:

OR

Bank details for withdrawal and refund

IBAN:

BIC (International):

Account holder:

Bank:

Important – safe shipping:

To avoid transport damage, please pack the PC securely – ideally in the transport packaging supplied by us. If this is no longer available, please pack the device well by other means. Please note: if the PC arrives damaged due to inadequate packaging, the customer has breached their duty of care and is liable for damages.



AnkerMann Computer e.K.
Technischer Support / RMA
Am Elzdamm 59
79312 Emmendingen
Germany



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Date: _____

Signature: _____