



Customer No.:  Order No.:

First name/Surname:

Phone: +  /

Email:

We need to access your windows account. If it is password protected, please provide the password. Of course, you can change your password before you send us the defective device. We handle your private data confidentially and we don't share it with any third parties.

↓

Password/PIN:

## RMA - RETURN FORM

**If you have a defective product, please contact us first before sending it back. In many cases remote help is enough to solve problems. Please contact us at:**

[www.ankermann.com/en/supportcenter.htm](http://www.ankermann.com/en/supportcenter.htm)

Please fill out this form completely and include it when you return the product. In case we can't find any problems we may charge a handling fee.

Please note that we are not responsible for backing up your data. Either you make a backup yourself or ask us to do it for you for an extra fee.

### Reason for returning and description:

Please select at least one option

Transport damage *(please take pictures)*

Defective *in this case continue here*

Incorrect Delivery

Cancellation *(cancel the purchase)*

No screen-image? *(Please check-out our PC-Guide)* *Continue here*

System crashes / Unstable

PC doesn't boot anymore

Other *describe here in detail*

How often do you notice the error?

Repeatedly

Right after turning on

Sometimes

Always after \_\_\_\_\_ (min./h ?)

**Detailed error description:** Please check the problem and try to describe it as detailed as possible so our Administrators and Technicians can efficiently locate the error.

**Info:** Please note that we don't offer warranty for software products. This includes also Windows and possible driver issues, this is the responsibility of the software supplier.

### Return address

Company:

Consignee:

Street:

Zip & City:

Additional address:  Country:

### OR Bank Account for refund

IBAN:

BIC (International):

Bank Account Holder:

Bank Name:

### Attention secure shipping:

To avoid transport damage, you should pack the PC securely - ideally with the styrofoam parts and the matching inner box supplied by us. If these are no longer available, pack it well using other materials. Please note: If the PC arrives damaged due to inadequate packaging, the customer is in breach of his duty of care and is liable to pay compensation.



**Ankermann Computer**  
**RMA**  
**Gewerbestraße 13**  
**D-79364 Malterdingen**  
**Germany**



Date:

Signature: