

RMA / Case No. provided after review. Use it on shipment labels.

RMA / Case No.

Date

1. Request Type

select all that apply

- RMA / Return authorization Warranty repair Out-of-warranty repair Calibration only
- Technical service / inspection Return after quote rejection Other

2. Customer & Return Information

Company

Contact Name

Email

Phone

Billing / Company Address

Return Shipping Address

City

ZIP Code

Country

Preferred Carrier / Account No. (optional)

3. Product Information

Product Name / Model

Serial No.

Firmware Version

Installed Options

Distributor / Reseller

Purchase Date

Invoice / PO No.

Warranty Claim Ref. (if any)

4. Issue / Service Details

Description of issue, requested service or calibration requirements

Accessories included with shipment

Device password / unlock code (if required)

Calibration Services (select one, if applicable)

- ISO 17025 Calibration DAkkS Calibration (DIN EN ISO/IEC 17025 accredited) No calibration requested

Declaration

By submitting this form, I confirm that the information is complete and that I accept the terms on page 2.
Products must not be shipped until an RMA / Case No. has been issued, unless instructed otherwise.

RMA / Shipment Instructions

- Request an RMA / Case No. before shipping any product.
- Clearly mark the RMA / Case No. on the outer packaging and all documents.
- Pack the device in original or equivalent protective packaging.
- Include only accessories required to reproduce the fault or complete the service.
- Remove confidential data where possible and include passwords only when necessary.
- Customer is responsible for inbound freight, customs documents and safe packaging unless agreed otherwise.

Submission Checklist

Before sending the form, please provide:

- Customer details and return shipping address
- Request type and requested action
- Product model, serial number and firmware version
- Purchase proof for warranty claims
- Clear fault description or calibration requirement
- Accessories included and any password needed for testing
- RMA / Case No. on the shipment once issued

ISO vs. DKD/DAkkS Calibration

ISO calibration generally refers to traceable calibration performed according to ISO standards, linking results to international standards through a documented comparison chain.

DKD/DAkkS calibration is accredited calibration under strict quality systems. The certificate includes measurement uncertainties and is widely accepted for audits and legal purposes.

Repair Quote Handling

For out-of-warranty service, inspection or repair, a quotation may be issued before work is performed. If the quote is rejected, inspection, handling and return shipment costs may apply. Repairs proceed only after approval where required. Warranty status is subject to verification and proof of purchase.

Terms & Conditions

- 1. RMA Authorization** - A valid RMA / Case No. is required before returning goods. Shipments without authorization may be rejected or delayed.
- 2. Transport and Costs** - Sender pays inbound shipment, insurance, customs and taxes unless agreed otherwise. Warranty repairs are handled according to applicable EU consumer legislation.
- 3. Warranty Verification** - Proof of purchase may be required. Warranty rights under EU 2019/771 remain unaffected where applicable.
- 4. Out-of-Warranty Service** - Inspection, handling, quotation and return costs may apply if repair is refused or if no fault is found.
- 5. Packaging** - Use original or equivalent packaging. The sender remains responsible for transport damage caused by inadequate packaging.
- 6. Accessories and Data** - Only send necessary accessories. The sender is responsible for removing or backing up data and providing passwords required for testing.
- 7. Calibration** - Calibration services are performed according to the selected service level. DAkkS/DKD certificates include measurement uncertainties; ISO traceable calibration may vary by scope.
- 8. Export and Compliance** - Devices may fall under EU Dual-Use Regulation (EU) 2021/821. Export, customs and compliance obligations remain the sender's responsibility.
- 9. Data Protection** - Personal and service data is used only for support, RMA, repair, calibration and related administration. Privacy Policy: www.siglenteu.com/privacy-policy.
- 10. Liability and Jurisdiction** - Liability is limited to intent or gross negligence where permitted by law. Jurisdiction is Germany unless mandatory EU consumer law applies.