

# RMA PROCESS

(RETURN MERCHANDISE AUTHORIZATION)

You can complain about a damaged product by filling out the Support process form

**IMPORTANT:**

To handle your problem/request quickly, it's very important that you give us the following information:

1. First/second name
2. Order number
3. Reason of your claim
4. Serial number

After receipt of your Support form we will send you a RMA number per E-Mail

After receipt of the RMA number you can send us the damaged product back.

**WICHTIG:**

Please write down the RMA number on the package and on an extra note which you should put into the package.

After receipt of your RMA we will contact and inform you about the further process.