

# Returns and complaints (RMA- return material authorization)



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e-mail: rma@acvgmbh.de

RMA-No.

ACV GmbH  
Straßburger Allee 10-12  
41812 Erkelenz

**Note:**

1. Please fill in this RMA form completely. After that please mail or fax it to the above mentioned fax no. / e-mail address.
2. After approval you will receive your RMA No. **Without this number we will not be able to accept your shipment.**
3. The original packing has to be free of damages, stickers or written notices, otherwise we will not accept the items as new goods. Please attach this form to your shipment.

RMA (required by)

Company: \_\_\_\_\_ person in charge: \_\_\_\_\_

Tel.: \_\_\_\_\_ Fax: \_\_\_\_\_

Customer no.: \_\_\_\_\_ e-mail: \_\_\_\_\_

**Items for return**

Position:	quantity	item-no.	invoice no. / date	reason for return	request

Reason for return:

- |                  |                        |
|------------------|------------------------|
| 1 item faulty    | 4 not ordered          |
| 2 wrong delivery | 5 return of test order |
| 3 wrong order    | 6 double delivery      |

Request

- |               |
|---------------|
| 1 replacement |
| 2 credit note |
| 3 repairing   |

Position	error description

Date: \_\_\_\_\_

signature: \_\_\_\_\_

**Only for internal use of ACV**

**Kunde:**

**Lieferant:**

RMA nicht erteilt wegen:	RMA nicht erteilt wegen:
genehmigt von:	RMA-Nr.:
Artikel zurück vom Kunden:	Artikel zurück an Lieferant:
Austausch an Kunden: Bestellnummer:	Austausch erhalten:
Gutschrift an Kunden:	Gutschrift erhalten:
Rep.an Kunden:	Rep. zurück: