

 <p><b>Z-LASER</b> Intelligent Solutions in Light</p> <p>Z-LASER Optoelektronik GmbH Merzhauserstr. 134 79100 Freiburg, Germany www.z-laser.com</p>	<b>RMA form</b>	Repair-number:
	E-Mail: <a href="mailto:RMA@z-laser.de">RMA@z-laser.de</a> or Fax: +49 761 29644 55	page 1 of 1 ID:RMA-ZL-(15.11.16)

## RMA-process and conditions

### 1. RMA Form

In order to make sure your return is being processed as quickly and efficiently as possible, please check if your request (RMA) is completely filled out and signed.

### 2. Error description

Please complete the form as accurately as possible, all fields marked with \* are required.

Please give us a detailed error description (e.g. low laser performance, distorted projection...).

If possible, please answer the following questions:

- When did the error occur?
- Where is the device being used (description, ambient temperature, interfering field...)?
- Is the device in contact with hazardous substances?

### 3. Verification / Quotation

Before you return a device, please check, using the operating instructions, if there is indeed a malfunction. In case of doubt, you may contact the **Z-LASER** service team. If no error can be found, there will be a handling fee of 45,- € net plus shipping costs. For the product types LP, Z3D-Control, ZQ, and Z-Fibre there will be a charge of 200,- € plus shipping costs for the diagnosis and quotation. These costs do not apply in case of warranty or if you place a repair order.

**The warranty claim does not apply in case of foreign interference, removed serial numbers / identification plates or improper handling.**

### 4. Consignment

Please always send as free shipping (customer pays) and include all accessories (power supply, etc.) when consigning a device for diagnosis. If possible, please use the original packaging and indicate clearly, using the RMA return notice, that the device is to be repaired.

When dismantling a laser projector, be careful to only unbolt the 4 screws attached to the device flange of the cardanic mount. Please do not ship the mounting! Make sure to back up your data before you return the device.

Mail Address: **Z-LASER Optoelektronik GmbH, Repair Center, Merzhauser Str.134 in D-79100 Freiburg**

### 5. Defects after the expiration of the warranty period

For detailed information, please get in touch with our service team. We will check your device and find the best solution for you (repair vs. purchase of a new item). If you decide on the repair of the defective device, you will be charged for the repair only. There will not be additional costs for the diagnosis, the same applies in case of purchasing a new item.

### 6. Miscellaneous

Terms and RMA conditions of **Z-LASER** Optoelektronik GmbH apply.

Terms and conditions: [http://z-laser.com/wp-content/uploads/Z-LASER\\_AGB.pdf](http://z-laser.com/wp-content/uploads/Z-LASER_AGB.pdf)

**Signature:** By signing you accept the **Z-LASER** terms and conditions and RMA conditions.

Place/Date:

Signature:

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Please send this form in advance filled out and signed to **Z-LASER!**

**Corporate data**     **Please fill out the required fields marked with\***

Customer ID:	
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**Contact person**

Name*		
Phone / Fax*		
E-Mail*		

**Mail Address**

Company*		Postal code* / location*		
Street, no.*		Country*		

**Product information**

Item number*	Item name*	Serial number*	Service contract no.

**Contact with hazardous substances\***

Is it intended to use this product in a pharmaceutical, medical or chemical field?	<b>YES</b>		<b>NO</b>	
If yes, are there special requirements regarding the production?				

**Reason of return / Diagnosis\***

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**Description of product environment and application\***

<b>Humidity</b>	dry	humid	wet	
<b>Temperature</b>	< -5°C (<23°F)	< 0° C (<32°F)	10-30° C (50-85°F)	>30° C (>86°F)
<b>Dust concentration</b>	clean	dusty	aggressive	corrosive
<b>Vibration</b>	none	slight	strong	
<b>Form of installation</b>	mounted	encapsulated	<b>Voltage</b>	V     Hz

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Thank you for your kind cooperation!

**RMA return notice**

<h1>Return shipment</h1>	
<b>Z-LASER</b> Optoelektronik GmbH Repair Center Merzhauser Str.134 D-79100 Freiburg/Germany	Abs.:
<b>WARNING: Equipment is contaminated</b>	
(Please tick box if correct)	