

RMA-Process and conditions

1. RMA Form

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

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 question:

- When does the error occur / Where is the device being used (description, ambient temperature, interfering field, ...)?

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 only include the power supply when consigning a device for diagnosis duty paid (DDP). Please do not return other accessories with the defective device. We do not assure any liability for the completeness. In case of return after loan, we would like to ask you to return the full scope of delivery. 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 GmbH, Repair Center**
Merzhauser Str. 134,
D-79100, Freiburg
Germany

5. Defects after the expiration of the warranty period

For detailed information, please get in touch with our service team (rma@z-laser.de). We will check your device and find the best solution for you (repair vs. new purchase). If you decide on the repair of the defective device, you will be charged for the repair only. There will be no additional costs for the diagnosis, the same applies in case of purchasing a new item.

6. Miscellaneous

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

Terms and Conditions: https://z-laser.com/wp-content/uploads/AGB_190416.pdf

Attention: By sending the Form you accept terms and conditions and the RMA conditions of Z-LASER.

Z-LASER GmbH Merzhauserstr. 134 79100 Freiburg, Germany	<h2>RMA form</h2>	Page 2 of 3
	Please send by mail to: RMA@z-laser.de or by Fax to: +49 761 29644 55	

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: (if known)			Z-LASER Repair No.: <h2 style="text-align: center;">VKR</h2> Your return / order No. *:	
Contact person				
Name *				
Phone / Fax				
E-Mail *				
Company *		Postal code/ City *		
Street, no. *		Country *		

Contact with hazardous substances

Is the laser used in a pharmaceutical, medical or chemical environment? *	Yes	No
Ist he device polluted? *	Yes	No

Product information

Item No. / - description *	Quantity *	Serial numbers *	Error description *

Description of product environment and application *

Humidity *	Dry	Humid	Wet		
Environment temperature *	< -5°C (<23° F)	< +10° C (<32° F)	+10 to +30° C (50 - 85° F)	> +30° C (> 86° F)	> +45° C (>113° F)
Vibration *	None	Little	Strong		
Form of installation *	Mounted	Encapsulated	Voltage	Yes	No

Return after Loan? *

Yes No

Return for scrapping? *

Yes No

(Taking back old equipment in accordance with German ElektroG)

Are there any accessories included with the return shipment? *

Yes No

(Power supply, mountings, Cable, USB-Stick, ...)

Z-LASER GmbH
Merzhauserstr. 134
79100 Freiburg, Germany

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RÜCKSENDUNG

Z-LASER GmbH
Repair Center
Merzhauser Str. 134
D-79100 Freiburg
Deutschland

Abs:

WARNING: Device is polluted

(Please check if polluted)