

Processing guide for RMA *(Return of Material Authorisation)*

Dear business partners,

we ask you to observe the following sequence for returning devices for repairs to enable the RMA process quickly and efficiently.

Note:

If you make returns that are returned without an RMA number on us, there may be delays in processing. Please note that a detailed description of the error, the search for the cause enormously facilitated and keeps the costs low for you. Therefore, please state in the error description the exact error (e.g. the error message on the display) and also whether the error generally or only under certain conditions occur (for example, failure to update or error occurs only after 2 hours of operation).

Operations of RMA process

1. Please fill in the RMA form completely. Only fully completed forms will enable us to process your request efficiently. Return this form via email to **order@cash-companies.com**, alternatively by fax **+49 8382 – 943 15 – 20**.
2. You will get back the RMA form with a valid RMA number within 2 business days of our return centre. Please note: In incompletely filled RMA forms may occur a delay in processing.
3. If you already receive a RMA number in the form from our sales department, you don't have to send it before the shipment.
4. Place the form to the device and write the RMA number clearly visible on the shipping carton.

Terms of RMA

- Please don't stick on / write on or damage the original packaging of the product
- Shipments for return (e.g. in case of wrong delivery) the return has to be done in undamaged original packaging. For damaged packages that we need to replace, as well as equipment checks caused by wrong packaging a flat rate of 15% of the goods net value is charged. Missing accessories will be charged at list price.
- Please send in the devices for service only including the power supply, please do not send further accessories. In addition lost accessories, we do not take over any liability!
- If we can't reproduce the specified error after detailed tests, we will send the defective goods and a service charge of 20.00 Euro (counterfeit detectors) or 40.00 Euros (banknote and coin counter) excl. and VAT back.
- Please pay attention to a careful and shockproof packaging of the goods. We do not take over any liability for transport damage. For banknote counters without the original packaging, a special transport packaging will be charged by 5,00 Euros.
- The issued RMA number is only valid for the return of one device and does not automatically to obtain a credit.
- Please send the goods within 5 working days, freight prepaid and adequately insured to the following address:
CashConcepts Europe GmbH, TECHNICAL SERVICE, Kemptener Straße 99, 88131 Lindau, GERMANY

RMA-Form

Please note the information and explanations in the processing guide for RMA

RMA – number (is generated from CashConcepts)

	Invoice address	Shipping address
Company		
Customer-No.		
Street, No.		
ZIP, City		
Country		
	Contact person	Contact person
Name		
Phone		
Fax		
Email		

Information for returned device

Name of device	Serial-No.
<ul style="list-style-type: none"> • Error description • Which error? • Frequency? • When does the error occurred? 	

Reason for returning

<input type="checkbox"/> Repair	<input type="checkbox"/> Wrong delivery	<input type="checkbox"/> Transport damage
<input type="checkbox"/> Update service	<input type="checkbox"/> Maintenance / Cleaning	<input type="checkbox"/> Return sample
<input type="checkbox"/> Renewed repair, please write down old RMA number		

Fee-based optional services - please mark, if required

<input type="checkbox"/>	Update Service Euro – series 2 (5,00 - 50,00 €) Optional at extra cost (15,95 € / Tester and money scale, 80,00 € / banknote counter, 118,90 € “Professional” counter, 148,00 € More pocket counter **), the new software will be installed with the Euro 5.00, 10.00, 20.00 and 50.00 Euro note. The device will be additionally cleaned and calibrated. Please check the availability of the update software online under www.cce.tm before sending the device to our office. ** All prices per unit net, excl. shipping and VAT.
<input type="checkbox"/>	Express-Service Express devices are prioritized and preferred to the standard service. Additional costs: detector, & money scales 7,50 €, banknote counters € 20,00. All prices are per unit, net plus. VAT.
<input type="checkbox"/>	VDE Test Protocol Test protocol for electrical devices after repair, modification - retest, and under the directives DIN VDE 0701-0702. You will receive with the return of the machine the appropriate form filled out for your documentation. Price: 20,00 € / Unit. All prices are per unit, net plus. VAT.

With the use of this form the RMA Terms and Conditions of CashConcepts Europe GmbH were accepted.

For paid repairs you will automatically receive a cost estimate, please signed it and send it back by Fax (+49 – 8382 – 943 15 -20) or by email order@cash-companies.com.

RMA-Entrance Filled out by CashConcepts	Datum:		Transportschaden	
		Netzkabel / Netzteil	Fotos gemacht	
		Typ 1 notwendig		