

Please fill in the fields, print the file and fax it back.



Fax to: +49(0) 23 07 - 96 10 199

RMA request * = mandatory fields

Company:*	Customer no.:*
Contact:*	Email:*
Telephone:*	Fax:*
Item no.:*	Quantity:*
Serial no:	
Order date:	Order no.:
NetCat order no:	NetCat delivery note no.:*
NetCat invoice no.:*	
Reason for return:*	

I would like a replacement

I would like a refund

Replacements or refunds can only be granted within the period of warranty. All defective parts must be sent back to us within seven days of receipt of the RMA number. Please make sure to return all delivered contents in the original packaging and to include the RMA number on the delivery note. Do not label, write on or damage the original packaging! (Please use secondary packaging.) If this is not the case, we will take the liberty to return the item at your expense.

For returns on goodwill, we will charge a restorage fee of 20% of the item value.

Place, Date

Signature

In order for us to process your complaint as quickly as possible, please make sure you have filled in all fields correctly.

NetCat SYSTEMS GmbH information (to be filled in by NetCat SYSTEMS employees only)

RMA no.:	Defective parts received on Date:
RMA issued on/by:	Delivery note no.:
Date:	Date:
Name:	
Shipped to supplier:	Shipped to customer on:
Date:	Date:
No.:	Delivery note no.:
Returned on:	Refund no.: