

RMA Request

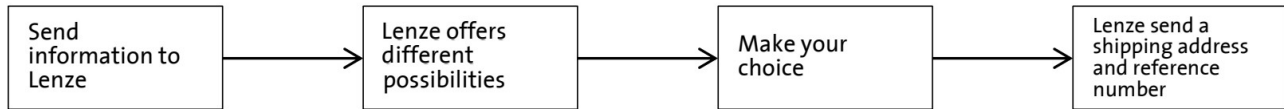


Step 1

Step 2

Step 3

Step 4



Step 1: Information Customer, return the form to: repairs.benelux@lenze.com (filled in by customer)

Company:*		Customer Number:*	
Contact Person:*			
Phone Number:		Email Address:	
Customer reference No:			
Part Number / ID Nr.:		Description:	
Production Number:		Serial Number:	
Photo Attached:	<i>Please attach photo of nameplate and/or of the complete product</i>		
Required Action			
Repair:		Return for Credit Note:	
Warrenty Request:		Failure Analysis:	
Other:			
Failure Description:			
Lenze Original Order No.:		<i>Please complete if known</i>	

Step 2: Lenze offers different possibilities (filled in by Lenze)

Evaluation Costs:		<i>Charged if repair is not possible, or only failure analysis requested</i>
Simple Repair Costs:		<i>Decided by the technician during repair</i>
Complex Repair Costs:		<i>Decided by the technician during repair</i>
Replacement:		<i>Price for new as areplacement</i>
Other:		
Repair Under Warrenty:		<i>Decision is made by the factory</i>
Expected Repair Time:		<i>Repair time in working days</i>

Step 3: Please make a choice and return to repairs.benelux@lenze.com (filled in by customer)

Please make a choice, without agreement we can't process your request

Evaluation:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<i>Only a failure analysis is made</i>
Simple Repair:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<i>Failure analysis is made, easy repair is done</i>
Complex Repair:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<i>Failure analysis is made and if repair is possible it's done</i>
Replacement:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<i>Price for a new product</i>
Repair Not Possible:	Scrap	<input type="checkbox"/>	Return	<input type="checkbox"/>	<i>If repair is not possible material(s) will be returned at your cost or scrapped</i>
Order number for repair/replacement:					
Return Address:	Name:		Contact:		
	Address:		Postal Code:		
	Location:		Country:		
Goods Receiver No.:					

* required fields

Step 4: After receiving the completely filled in form (steps 1 to 3) we will send you a shipping address and a Lenze reference number. Please print out and attach clearly visible on the parcel (filled in bij Lenze)

Reference No.:	
Attention:	
Address:	

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