

wrong delivery

 customer complaint

RMA form

imcopex office supplies GmbH
Retourenabteilung Frau Mikkelsen
Auf dem Ralande 7-9

D-21465 Hamburg

FAX: +49. 40. 72 90 67 57

1. Please complete this form and fax it to imcopex office supplies GmbH
2. If you have any queries, please do not hesitate to contact Ms Mikkelsen on +49. 40. 72 90 67 55
3. We will send this form with your RMA number back to you.
4. Please enclose this form in your return consignment.
5. Write your RMA number clearly legible on the covering box.
6. Wrong delivery - the goods must be returned in original and unbroken packaging (**do not** write the RMA number on the product's original packaging)
7. The RMA number loses validity after 7 days! Please return the goods as quickly as possible.

Unfortunately, we can not accept return consignments **without** RMA number! All shipments must be **carriage paid!** We will not accept shipments which are send to us carriage forward.

If it is a customer complaint, please remember to enclose error description, system parameters, test print-outs and invoice copy.

Please fill in>

customer number:	company:	date:
personal contact:	tel:	fax:

RMA - no.: <small>(assigned by imcopex GmbH only)</small>	qty <small>per type (piece)</small>	product code <small>(please enter original product code - OEM)</small>	imcopex invoice no.:	manufacturer test result(s) <small>(to be filled in by imcopex GmbH only)</small> <small>yes = justified no = unjustified CL = cartridge empty</small>	weight upon arrival <small>(in grammes)</small>	complaint handled by: <small>(reference)</small>

reason for complaint:
(error description)

We only issue credit notes after the matter has been examined and approved by our suppliers. That is why there may be waiting periods of several weeks. We appreciate your understanding.

CL - cartridge empty: Upon arrival, the weight of the cartridge is determined to the gramme with digital scales. If there is less then 50% of toner/ink in the cartridge, the complaint will be turned down in any case. "Unjustified" and "empty" return consignments can be collected by the sender within 14 days after arrival at our premises. After this period of time, they will disposed of with no additional cost for you.

The sender accept the RMA terms and conditions of imcopex GmbH when sending a return consignment.

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BIC: DEUT DE HH
ILN 42 501102 0000 5

HSN Nordbank AG
BLZ 21050000 Account 1000 358 380
IBAN-Nr.
DE 46 2105 0000 1000 3583 80
BIC: HSHN DE HH