



Easy, quick and smooth

Our service for your repair or warranty replacement shipment

Our RMA Repair Service

To ensure you can make your mark again tomorrow without any problems

Should any of your equipment ever be in need of repair, under warranty or otherwise, it will be reconditioned at our main plant in Germany, provided that a repair is viable and the installation of a new or replacement part is not cheaper. We check all of this within the scope of our structured RMA* process, which offers you many advantages while providing our team with a clear view of what needs to be done so that everything can be handled quickly and smoothly. Our service hotline staff merely support this process by accepting requests for repair.



Elena Golovan, ALLTEC Service Hotline
"We're always pleased to take your calls."

FOUR SIMPLE STEPS are all it takes for your problems to disappear. The RMA process makes it possible.

- 1 Complete the **RMA slip** available at www.alltec.org/us/home/services/service_support and send it back to us by **fax** or **e-mail**. Please complete one slip for each piece of equipment.
- 2 We check your request and notify you immediately of the most economical solution. This can be a warranty replacement shipment or an offer for a spare part, a new part or a repair, in which case you are given an **RMA number**.
- 3 This is the code number for the consignment of the goods. Please write it clearly visibly on the RMA slip, which you should then attach to the parcel in which you are sending the defective part/system to us.
- 4 We then repair it for you and send it back in full working order – simply, smoothly and quickly.

RMA is more than easy, quick and smooth.
YOUR ADVANTAGES at a glance:

Thanks to calculable expenditure, precise fault analysis, immediate solution proposals and timely execution, the solution to your problem always works out. This is because we always calculate the most economical way of doing things, be it a repair, a warranty replacement shipment or a spare part delivery. And we always remain in direct contact with you, thus creating clarity and transparency for everyone involved.

RMA is personal:
OUR SERVICE HOTLINE

The first port of call for all questions and problems regarding your laser marker and the RMA process is the ALLTEC Service Hotline. The hotline staff are there to help you with your request and provide you with detailed documentation concerning the process. You can reach our Ms. Golovan and the other hotline staff on **+49(0)38823-55-360** or per e-mail to **service@alltec.org**

* RMA stands for Return of Material Authorization and describes the structured return of goods requiring repair both with and without a valid warranty.

Return Materials Authorization (RMA) Request
Materialrückgabeantrag (RMA)

Fax your RMA request to **+49-38823-55-301**. In case of questions call **+49-38823-55-300** / *ÄO* **+49-38823-55-301** *faxen*. Bei Rückfragen **+49-38823-55-300** anrufen.

RMA number (will be assigned to you)
RMA-Nr. (wird Ihnen zugewiesen)

Attn/An: Service Administration

RMA #1:

ALLTEC FOBA ALLTEC GmbH / An der Trave 27-31 / 23923 Selmsdorf

Customer #2) Kunde:	Distributor #3) Vertriebung:	Purchase Order #6) Bestellnummer:	Only to be completed by Alltec Nur von Alltec auszufüllen
Contact person / Phone #4) Ansprechpartner / Tel.:	Address #5) Adresse:	Laser System / Type7) Laser System / Typ: Serial Number: Seriennummer:	
Fax #: Faxnummer:			

Part Description ⁹⁾ Artikelbezeichnung	Part # ⁹⁾ Artikel-Nr.	Part Serial # ¹⁰⁾ Serienr. Art.*	Index/Version ¹¹⁾ Index/Version	Error description / Defects ¹²⁾ Fehlerbeschreibung / Mangel	Warranty ¹³⁾ Garantie	Replacement Ersetzung durch weichteil	Repair ¹³⁾ Reparatur
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Alltec reserves the right to deny the warranty claim until final inspection of the returned part(s).
Alltec behält sich eine endgültige Einstufung dieser Rücklieferung als Garantie bis zur technischen und kommerziellen Klärung ausdrücklich vor.

Unless otherwise noted, all warranty replacement shipments will be included with your next consolidation.
Wenn nicht anders angegeben werden alle Garantieteile bei Ihrer nächsten Konsolidierung mitgeschickt.

Special requests / instructions ¹³⁾ Weitere Angaben/Anweisungen	Requested delivery date ¹⁴⁾ Gewünschter Liefertermin
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* **Hinweis:** Erklärungen zu den in Klammern angegebenen Zahlen finden Sie im separaten Dokument „Reparaturprozess bei ALLTEC“
Note: For explanations of the numbers in brackets, please refer to the document "Repair process at ALLTEC".

ALLTEC GmbH

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www.alltec.org | service@alltec.org

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make your mark



Laser Marking + Engraving

The RMA form is available under www.alltec.org/us/home/services/service_support