

Dear customer,

we are always engaged to send impeccable goods. Unfortunately the return of goods can not be avoided completely. In order to guarantee immediate and correct handling, please note the following points:

- Units which are sent "freight forward" are not accepted.
- In case of complaint please enclose the filled document "roda service supply note".
- For goods which arrive without service supply note, you have to pay a working fee of EUR 20 plus VAT for each article.
- Goods which are not delivered by roda (i.e. by other dealer) will be sent back immediately and unrepaired, invoiced with a working fee of EUR 20 plus VAT and shipping costs.
- Transport damages have to be announced immediately at the latest 48 hrs after delivery in written form. Transport damages have to be announced directly to the haulier and confirmed by him. Damage confirmation has to be included to the Service Waybill. Without damage announcement, it is not possible to send any replacement.  
Phone: **+49 5744 944 - 470** Fax: **+49 5744 944 - 475**
- Wrong delivery (lack or wrong product)  
Please check all goods immediately after receipt. Complaints concerning lack or wrong delivery can only be accepted, if they are announced immediately in written form at the latest 48 hrs after receipt of goods.  
Phone: **+49 5744 944 - 470** Fax: **+49 5744 944 - 475**
- Investigation  
If you wait for an overdue delivery of roda computer, please inform us so that we can clarify the situation.  
Phone: **+49 5744 944 - 470** Fax: **+49 5744 944 - 475**
- For returns please use only original packing. This guarantees safe arrival at the roda service center. Please keep the original packing and inform end customers accordingly. If the goods are not returned in the original packing we will invoice a lump sum of 20€ for renew to original packing.
- Replacement can only be arranged with reservation, the warranty claim has to be accepted by former dealer / manufacturer. In case of objection by former dealer / manufacturer we have to reserve a later charging. Warranty is not extended by replacement of products.
- After repair the warranty is extended by 12 months.
- If you do not accept the estimated costs we invoice a lump sum of EUR 89 plus VAT (error finding, working time, etc...) and shipping costs.
- The estimate of cost is in any case preliminary and refers only to the detected defect. Further errors can be found during repair, which may lead to additional costs. In this case you will receive a new cost estimate. Concurrently the former one loses its validity.
- Software products, which are not original packed (change of packing, seal broken, signs of using, etc.) will not be replaced or taken back.
- Wrong handling (changing of the goods, using of incorrect fixing material, etc.) causes expiration of warranty.  
In this case, goods will be invoiced with a lump sum of EUR 89 plus VAT for testing and working time.  
The goods will be sent back to you unrepaired and the shipping cost will be invoiced.

Your roda Service-Team

# Service Supply Note

Please check carefully if parts are really defective before returning the device. If we can not find any malfunction, we will have to invoice a lump sum for testing and working time of EUR 89 and shipping costs.  
With transmittal of goods for service the roda standard terms and conditions are accepted by sender.

## roda Service Center

Hankamp 2

**32609 Hüllhorst  
Germany**

From:	Customer No.:	<input type="text"/>
Company:	_____	
Contact:	_____	
Street:	_____	
Postal Code/ Town:	_____	
Phone:	Fax:	_____
Date of Return:	_____	

### To be completed from roda-business partner

<input type="checkbox"/> Warranty (only accepted with confirmation)	<input type="checkbox"/> with costs
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Following devices are returned:

items	roda reference no.	Date of Invoice
<input type="text"/>	<input type="text"/>	<input type="text"/>

Item: \_\_\_\_\_  
Serial Number: \_\_\_\_\_

**Please give detailed description of failure:** ("defective" is not a correct description!)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Provided accessories:**  
(for TEMPEST units, it is necessary that all accessory mentioned on the TEMPEST report is included)

\_\_\_\_\_

**Contact person for enquiry call (+ phone no.):**      **email address of contact person:**

\_\_\_\_\_

### Billing and Delivery address

**Please fill in the billing address for estimate of cost.**

Company: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

**Please fill in delivery address when it is different from sender.**

Company: \_\_\_\_\_  
Contact : \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_