

Warranty (RMA) number

Date

CUSTOMER CLAIM SURVEY

Please observe the following procedure:

For every claim it requires a warranty / return material authorization no. (RMA-no.)
Packages or shipments sent without return reference no. will not be accepted.

1) How do I get a RMA number?

After you fill in and send this customer claim survey via e-mail to our customer service to **warranty@levitaz.com**.

You can obtain an RMA number from Levitaz. This number must be used in all correspondence with Levitaz and customer.

2) What should be packed?

If Levitaz demands a return delivery, pack the defect article in sufficient wrapping as well as a copy of this fulfilled customer claim survey.

3) What's next?

Clearly mark the parcel with the RMA number that you received from us. Do not mark the original packing, instead you can write on the address label.

Please send the package to: **Geislinger GmbH
Levitaz - Warranty
Hallwanger Landestr. 3
5300 Hallwang/Salzburg
Austria**

Sender / Customer No.

Name

Pick-up address (if different)

Phone

Email

THIS CLAIM / RETURN REFERS TO

Invoice no.

Order no.

Relevant product(s)

SKU

Serial Number

Serial Number

REASON OF RETURN

Warranty claim

Photos (min. 3 pcs.): Serial no., complete article, defective area

Copy of invoice / proof of purchase

Description of the claim in your words

Other reason

Return of Test / Demo Equipment

Wrong delivery / mistake between order and delivery*

Wrong delivery / not ordered products*

Other reason

*please notice that we can only take back originally packed products.