ALFANET Computer & Electronic Handels-GmbH
LiteMax Europe Service Center
Julius-Faucher-Straße 31 • 28307 Bremen

Telefon: 0421-56568-0 • Fax: **0421-56568-10** • E-Mail: rma@alfanet.de

Service Request Form
please send by email to: rma@alfanet.de

RMA-Number

Company	
Contact person	
Street	
Post Code + City	
Telephone number	
Email	
Customer number	

Please request by email

Date	
Item Number (**only one**)	
Serial Number	
Invoice Number	
Invoice Date	

Please enclose Scan of Invoice and/or proof of SNR!

Display	**Mainboard**
☐ no function	☐ no function
☐ upper half dark	☐ BIOS faulty
☐ bottom half dark	☐ interfaces defect
☐ horizontal stripes	☐ other _____
☐ vertical stripes	**Accessory**
☐ Screen faulty	☐ Potentiometer / light sensor defect
☐ display flickering	☐ fan defect
☐ white screen	☐ RAM defect
☐ black screen	☐ storage defect

Interfaces	**Components**
☐ VGA no function	☐ Panel defect
☐ DVI no function	☐ A/D Board defect
☐ HDMI no function	☐ Inverter / LED Driving Board defect
☐ Display Port no function	☐ OSD membrane / key pad defect
☐ USB no function	☐ Touch defect
☐ LAN no function	☐ Power board / adapter defect
☐ other: _____	

Additionally, please describe the defect or issue as precise as possible, where necessary please attach pictures or videos:

....
....
....
....

When does the issue occur?

☐ immediately	Operating system (please advise):	Used signal input (please advise):
☐ after: min. ___ hrs. ___		

Other items enclosed to the shipment:

Hereby I confirm Service Terms and Conditions as on page 2

Signature   Stamp

ALFANET Vermerke		Eingangsdatum		Unterschrift

Service Terms and Conditions (Version: 01.01.2023)

1. **General**
   Only German version is binding. After receiving the signed Service request, we will assign an RMA number. Merchandise can only be checked and repaired if the fully filled and signed service request form is enclosed to the shipment and RMA number is clearly state on the packing.

2. **Proof of warranty**
   a. To check the warranty, a copy / scan of the invoice, shipping note and/or proof of SNR is required.
   b. In case any data is missing upon reception of merchandise we reserve the right to send back the shipment at customer's cost. We will also charge a handling fee of 25,- €.

3. **Error description / cope of delivery**
   Please make sure the service request form is fully filled. Error descriptions like „defect", „service", „make noise" etc. are not sufficient. In such cases we will proceed according to 2b.

4. **Unjustified complaints**
   In case of unjustified complaint (no trouble found, user error, did not follow manual) the merchandise will be returned at customer's cost. An additional handling fee of 75,- € will be charged. We reserve the right to charge our suppliers service fees as well.

5. **Packing**
   Please use original packing for the return shipments to ensure safe shipping. Insufficient packing may endanger the warranty. We cannot be held liable for those damages.

6. **Third Party products**
   Please do not enclose any third party components and products without our written agreement. We will send back those parts at customer's costs and charge a handling fee of 25,- €. We cannot be held liable for any damages occurring on third party items.

7. **Out of warranty repairs**
   For out of warranty items the repair costs will be charged at 75,- € per hour, EXW Bremen.

8. **Quotation**
   For repair quotes we will charge a minimum of 25,- € in case the repair will be declined. Return shipments costs are to be paid by customer.

9. **Return shipments**
   For within warranty RMA shipments each party to pay one way. **ALFANET** will pay the shipping costs back to customer, while customer pays the shipment to **ALFANET**. We will decline freight collect shipments.

10. **Loss of data**
    ALFANET cannot be held liable for loss of data or change of settings during repair or re-configuration on storage, in BIOS etc.

11. **Final clause**
    ALFANET reserves the right to change or modify Service Terms and Conditions at any time. Furthermore ALFANET Computer & Electronic Handels-GmbH AGB (General Terms of Business) applies.

Please return the merchandise to:

ALFANET Computer & Electronic Handels-GmbH		
RMA-No.:		
Julius-Faucher-Straße 31		
28307 Bremen	Tel. 0421/56568-0	Fax 0421/56568-10