

Returns

The following steps are required to ensure a smooth processing of your return:

	What	Who
1.	Fill out this form to register your return.	Customer/sender
2.	Send the completed form to RMA@dspace.de.	Customer/sender
3.	Register the return. Send the return note with RMA number to the customer/sender.	dSPACE
4.	Package the product and send it to dSPACE with the return slip. Attention: Only registered returns can be processed.	Customer/sender
5.	Process the return	dSPACE

Conditions for Returning/Repairing Products

- Use the return slip for the registration of returned goods. For more information, visit www.dspace.com/go/rma.
- Enter the reason for the return, otherwise a return cannot be processed.
- Enclose the return slip and attach the address label to the outside of the package.
- If you are sending the product for repair, we will check whether a repair is possible. If the product cannot be repaired, we will charge a handling fee for the inspection costs. If the product can be repaired, you will receive a quote for the estimated repair costs. We will repair the product only after we received your written order in accordance with our quote.

Registration of the Return

Name of the customer

Customer number

dSPACE support number (if available)

Contact Details of the Sender

Last name, first name

E-mail

Company

Telephone

Address for Return Delivery

Last name, first name

Company

Street Number

Postcode City

Contact

<https://www.dspace.com/go/supportrequest>

Comments

Different Address for Offer

Last name, first name

Company

Street Number

Postcode City

Returns

	dSPACE article no.	Variant	Quantity	Serial no.	Fault description	Your project no. (if available)	Your order no. (if available)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							