

COMPLAINT REPORT

Dear Customer,

Even at Barthelme, it is possible that you may receive a product that does not work correctly or an incorrect product. However, if this situation arises, using this RMA form ensures that your complaint will be dealt with in the best way possible.

We would like to apologise for any inconvenience and we will endeavour to help you resolve this issue as quickly as possible.

GENERAL INFORMATION

- » If the technical inspection shows that no faults are present, the goods will be released and returned at the customer's expense.
- » If the fault was caused by the customer, a technical report is provided to the customer. A response from the customer making arrangements for these goods is required within 14 days after receipt of the technical report. Otherwise, we reserve the right to dispose of the goods after this deadline.
- » Processing the claim can take up to 4 weeks.

CONDITION OF GOODS

- » Before disassembly, the location of the fault must be marked on using a waterproof pen. This is the only way to guarantee that the fault will be assessed.
- » Only then should the product be disassembled. Ensure that you are as careful as possible to prevent damage. Take precautions to protect against ESD during disassembly.
- » **WARNING:** Please note that we take no liability for goods that are damaged as a result of incorrect disassembly. This also applies to incorrectly packaged goods that are not protected from ESD.
- » The goods must be in their original packaging whenever possible, and sufficient protection against ESD damage must be ensured.

TO ENSURE FAULTS ARE ASSESSED

- » If possible, please take a photo of the product in the installed condition.
- » Describe the fault in as much detail as possible [„faulty“ is not sufficient].
- » Please record all of the components used. This includes both items from our own product ranges as well as devices that are installed in the system and were not supplied by us.

PLEASE SEND RETURNS WITH A COMPLETED RMA FORM TO THE FOLLOWING ADDRESS:

Josef Barthelme GmbH & Co. KG
Customer Service
Logistikpark Kirchhoffstraße Halle 2 Tor 41A
Kirchhoffstraße 5
90431 Nuremberg



COMPLAINT REPORT - AQUALUC

BASIC INFORMATION

SERVICE NUMBER: DATE OF COMPLAINT:

ITEM NUMBER

QUANTITY INCLUDED IN COMPLAINT:

PLEASE DESCRIBE THE INSTALLATION SITUATION EXACTLY:

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CONNECTED POWER SUPPLY/CONVERTER [PLEASE SPECIFY EXACT TYPE]:

.....

INSTALLATION METHOD:

AMBIENT TEMPERATURE:

IF USING STRUCTURAL ADHESIVE:

OPERATING TIME BEFORE FAILURE [AFTER INSTALLATION]:

.....

IN A SUPPORT PROFILE:

.....

WITH RETAINING CLIPS:

IF INSTALLED IN WATER: DEPTH; DURATION, ADDITIVES IN WATER:

.....

OTHER INSTALLATION METHODS:

ONLY AQUALUC SOLID MAY BE PERMANENTLY USED UNDERWATER!

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ITEM IS INSTALLED IN ONE PIECE: ☐ YES ☐ NO

ITEM IS CONNECTED: ☐ YES ☐ NO

24H OPERATING TIME: ☐ YES ☐ NO

IF NO » LIGHTING TIME: HOURS/DAY

INSTALLATION DRAWING ATTACHED ☐ YES ☐ NO

DIMM LEVEL: PER CENT

EXACT ERROR DESCRIPTION:

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PHOTOS OF THE INSTALLATION SITUATION ☐ YES ☐ NO

PHOTOS OF THE FAILED PARTS ☐ YES ☐ NO

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REFUND REQUEST

☐ REPLACEMENT

☐ CREDIT NOTE