

# RMA request form



Please fill in this form completely:

Company name:	
Customer number:	
Contact person:	
Email:	

Please return with mail to:  
**service@difox.com**

**DIFOX**  
 RMA Department  
 Mainfrankenpark 310  
 97337 Dettelbach  
 Germany

**IMPORTANT:**

**A detailed fault description is needed! We are not able to handle unclear complaints.  
 A brief testing is required before returning the faulty goods. If there is no failure found, a service fee will be charged!**

1.	Qty	Article number & Description	Serial No.:	Invoice No.:	Your reference	DIFOX RMA Number	Important Note
	Fault description:						

2.	Qty	Article number & Description	Serial No.:	Invoice No.:	Your reference	DIFOX RMA Number	Important Note
	Fault description:						

3.	Qty	Article number & Description	Serial No.:	Invoice No.:	Your reference	DIFOX RMA Number	Important Note
	Fault description:						

4.	Qty	Article number & Description	Serial No.:	Invoice No.:	Your reference	DIFOX RMA Number	Important Note
	Fault description:						

# Important Information



Dear customer,

## Return of goods for repair:

All repairs (either under warranty or with a cost estimate) will be handled according to our General Terms and Conditions or according to law.

It's bad enough that products might develop a fault, so we try to make our returns or repair service as painless as possible. In order to ensure a smooth, prompt handling of your returned goods, we would like you to take into account the following information / steps.

- Please fill out the RMA form completely and email it to **service@difax.com**
- Please ensure you enclose a completed RMA request form with your shipment.
- Items without RMA-number will be send back ex warehouse.
- The RMA number is valid for 14 days. After this time the RMA expires. Items that we receive too late, will be returned to you without further notice.
  
- Please make sure all return packages are sent with a trackable, insured service, ensuring your items are well packaged, as we cannot take responsibility for items damaged or lost in transit. If possible, please use the original package to ensure a safe shipment.
- Please note return postage charges are non refundable.
- All pallets must be pre-advised by phone (+49 9302 9868-140).
  
- Devices that contain lithium batteries may have to be classified as group 9 dangerous goods and labeled accordingly for return transport. Defective lithium batteries must under no circumstances be returned without taking precautions.
- Petrol powered devices must be fully discharged prior to return.
- Steam cleaners and wet vaccum cleaners must be sent in empty condition (without water inside, without filter bags, all containers/tanks must be emptied).
- You are solely responsible for the deletion of any personal data on any storage media.

In all cases we reserve the right to inspect the product and verify the fault.

We do not cover faults caused by accident, neglect, misuse or normal wear and tear.

Please note that a cost estimate is subject of charge even in case of refusal.

Furthermore please notice, that external repair services reserve the right to charge a fee for the disposal of items you refuse to repair.

## Return of goods for credit note:

If you have ordered items by mistake and want to send them back for credit note we will check carefully if a return is possible.

We reserve the right to refuse your request.

Items that have been ordered especially for you or are discontinued can not be returned for credit note.

The packaging and the content of the returned items must be in perfect condition (with original seals, without any damages).

Accepted items will be credited either with a discount or a restocking fee will be charged. You will receive this information together with your RMA number.