

Ontaris GmbH & Co. KG  
Support  
Viehhofstraße 125  
42117 Wuppertal  
Germany

RMA No.: \_\_\_\_\_  
(is completed by Ontaris)

## Device repair

Date: \_\_\_\_|\_\_\_\_|\_\_\_\_\_

Dear Customer,

In order to enable us to process the devices you have sent us for repair in good time, please fill in this form.

### Contact for questions:

Company: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone/mobile  
number: \_\_\_\_\_  
Email address: \_\_\_\_\_

Delivery address for  
Returned items: \_\_\_\_\_

### Notes:

1. If a customer has concluded a maintenance contract with us, we will provide loan devices free-of-charge for the duration of the repair. The customer must only cover the transportation costs.

We rely on your assistance in order to offer this service. The customer is obliged to send both the devices to be repaired (prior to repair) and to return the loan devices after receipt of their own repaired items **to Ontaris within 5 working days.**

An extension of the return deadline is possible. The costs of extension are:

- Costs of loan system (tablet + scanner), weekly 70.00 euros
- Costs of scanner, weekly 20.00 euros

2. If a new installation of the operating system is required, we will inform you of such in advance. The recovery of your database will be charged due to expenditure.

**Incoming devices:**

- ☐ Tablet      Serial number: \_\_\_\_\_
- ☐ Scanner      Serial number: \_\_\_\_\_
- ☐ \_\_\_\_\_

**Please do not send accessories such as cables, protective covers, stylus pens etc.**

Describe the problem (if possible including what you were doing before the problem occurred):

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What have you tried doing to solve the problem?

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Have you made a current back-up of the explosive stock book? This means that, in a worst case scenario, the data could be deleted from the defective tablet?

- ☐ Yes, I made a current back-up before sending it in.
- ☐ No, I have not got a current back-up.

Please return this two-page RMA form, filled in and signed.

**Email: support@ontaris.de**

**Fax: (+49) 202 371 55 29**

With my signature, I bindingly commission the repair of the devices listed here and accept the previously explained or generated costs (transportation, data recovery, loan deadline extension).

\_\_\_\_\_  
**Place, Date**

\_\_\_\_\_  
**Signed**