



# RMA PROCEDURE

support@roland-electronic.com FAX: 49 (0)7236-93 92-33

---

## RMA procedure process and conditions

It may happen that a device is defective or an error in the delivery occurs. In order to help you as quickly as possible, we introduced the RMA process. The RMA (Return Merchandise Authorization) enables our service centre to allocate your return delivery.

In order to process products that you want to send back to us quickly and efficiently, we have systematised the processing of RMA procedures. Please fill in the RMA form as completely as possible.

**The RMA process is mandatory for each return delivery.**

A repair will be performed only after an allocation of a RMA number.

We therefore ask you to observe the following process carefully:

- Please fill in the RMA form as completely as possible! „Defective“ is no fault description.
- If the device has no error, we will charge a flat rate of verification depending on product and effort in addition to shipping costs.
- If there are any doubts or questions concerning the defective device, please contact us by phone: **+49 (0)7236-9392-0**.
- Before you send us the defective device, please complete the form, sign it and send it by fax to **+49 (0)7236-9392-33** or by email to **support@roland-electronic.com**. **Please attach a copy of the invoice.**
- You will receive a RMA number. Please add the RMA number to the form and enclose a copy of the form with the return delivery.
- We will not be liable for damages in transit that occur because the products have not been packed properly and securely. Please use if possible the original packaging.
- To avoid complaints, please designate all provided accessory exactly within the form.
- Inspection flat rates R100 / sensors and cables **70 €** R1000 **139 €** R2000 and R4000 **209 €** the inspection flat rate is also due if no error can be detected.

Please send your returns to:

Roland Electronic GmbH  
RMA No.: .....  
Otto-Maurer-Str. 17  
75210 Kelttern / Germany

Thank you,

Your Roland Electronic Team

## ROLAND ELECTRONIC GmbH

Otto-Maurer-Str. 17  
75210 Kelttern / Germany

Tel: +49 (0)7236-93 92-0  
Fax: +49 (0)7236-93 92-33

info@roland-electronic.com  
www.roland-electronic.com



# RMA PROCEDURE

support@roland-electronic.com FAX: 49 (0)7236-93 92-33

Customer data

RMA No.:	
Customer No.:	
Contact person	
Name:	
Phone:	
Fax:	
E-Mail:	

Company data (Name, address, etc.)  
or Company stamp

Device data

Delivery address		Different invoice address
Street, No.:		
ZIP, city:		
Country:		

*Note: A flat-rate inspection fee will be charged for the inspection and for determining the fault. If the returned goods are not repairable, the flat rate will be credited when ordering a new device. Please refer to the RMA terms and conditions for the applicable flat rate.*

- False ordered     False delivery     Repair
- Others:

Product, Type (1)	P.N. (2)	S.N. (3.)

Fault description:

---

---

---

---

---

---

Issuer (Name)

Date

Signature

## ROLAND ELECTRONIC GmbH

Otto-Maurer-Str. 17  
75210 Kelttern / Germany

Tel: +49 (0)7236-93 92-0  
Fax: +49 (0)7236-93 92-33

info@roland-electronic.com  
www.roland-electronic.com