

## RMA information required from Concens

Dear customer,

We are sorry that you have experienced a problem with one or more of our products. To provide the best possible service, we kindly ask you to include the information listed below when you ship the product(s) back to us.

**RMA number:** \_\_\_\_\_

*This is given by Concens A/S.*

**Serial numbers (S/N):** \_\_\_\_\_

\_\_\_\_\_  
*This is to be found on the label of the item.*

**Item numbers:** \_\_\_\_\_

\_\_\_\_\_  
*This is to be found on the label of the item.*

**Failure description:** \_\_\_\_\_

\_\_\_\_\_  
*Short description of the problem – pictures or videos are appreciated.*

**System description:** \_\_\_\_\_

\_\_\_\_\_  
*Which other parts are working together with the broken item?*

**Application:** \_\_\_\_\_

*Please describe the application and the environment in which the product is being used. This information is useful to be able to advise if the actuator is used correctly.*

**Customer and address:** \_\_\_\_\_

*Please include the customer name and/or website for us to better understand the customer's products etc. This information is also required for our statistics. Please incl. the return address.*

Thanks and best regards,

The Concens Team

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