

## Procedure for submitting repairs

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### 1. Within the manufacturer's warranty:

- Please fill out the enclosed RMA form completely and send it signed in PDF form or as a picture by e-mail to [info@cyrus-service.eu](mailto:info@cyrus-service.eu)
  - after our processing you will receive a RMA number, which must be noted on the outside of the packaging of the device
  - Please pack the device in the original packaging or equivalent and send it to us. The shipping address is noted below
  - on request, a free pick-up of the device within a certain working day via DPD is possible (unfortunately no pick-up request time is possible).  
Alternatively, we can send you a DPD shipping label to hand over the package in the DPD store by e-mail
  - after receiving and repairing the device we will be inform you by e-mail
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### 2. Outside the manufacturer's warranty:

- please fill out the enclosed RMA form completely and attach it signed with the device
  - please send in your device to our service address noted below
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The shipping address is:

**Medientechnik Bentlage**  
**Ravensberger Bleiche 21**  
**33649 Bielefeld**  
**Deutschland / Germany**

# RMA-Registration

Medientechnik Bentlage

Ravensberger Bleiche 21 – 33649 Bielefeld  
 Germany  
 Tel: +49 521-410097 / Fax: +49 521-410119  
 info@cyrus-service.eu

## Customer

Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Street: \_\_\_\_\_

ZIP Code / Town: \_\_\_\_\_

Country: \_\_\_\_\_

Telefon: \_\_\_\_\_

Fax: \_\_\_\_\_

e-mail: \_\_\_\_\_

## Product

Type: \_\_\_\_\_

Serial No.: \_\_\_\_\_

In the event of a warranty claim, please state the date of purchase and enclose a copy of the purchase receipt.

Purchase date: \_\_\_\_\_

registered:  Yes  No

Accessories: \_\_\_\_\_

Damages: \_\_\_\_\_

orig. Box:  Yes  No

**Send devices only in the original box.**

*If a device is sent in without the original box, costs for the return shipment in the original box are automatically incurred.*

## Error specification:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Other:

\_\_\_\_\_

\_\_\_\_\_

## Repair cost statement:

Yes 49€ incl. VAT + return shipment  No

(out of warranty)

\*The manufacturer's warranty conditions only apply in the event of a clear defect in the above-mentioned device. In case of operator error, incorrect handling or defects that are not caused by original accessories, the manufacturer does not assume any costs. In this case a fee of 49€ including VAT plus shipping will be charged automatically. Please check and consider this before returning the device for warranty repair.

I hereby agree that my data may be stored electronically to process the service order and forwarded to the manufacturer for clarification of the warranty claim. The contact to the order takes place over the contact data specified above.

\_\_\_\_\_ Date

\_\_\_\_\_ Signature