

# RMA form



## Return shipment to:

+49 (0) 6105 4088 210

Trigem\_Averatec Service Center  
 Hessenring 13B  
 D-64546 Mörfelden-Walldorf

RMA no...:

### Your address:

- .....  
Company
- .....  
Surname, First name
- .....  
Street, House number
- .....  
Postal Code, City, Country
- .....  
Telephone
- .....  
Fax
- .....  
Email

### Please observe!

Please enclose this completely filled out and legible advice note in the return shipment as well as a copy of the invoice/proof of purchase, as otherwise processing is not possible. In this case the merchandise is returned freight collect.

We reserve the right to refuse acceptance of merchandise returned freight collect and to return merchandise which is delivered without sufficient description of the faults freight collect!

The RMA number must be attached to the address label so that it is clearly visible. Return shipments lacking the Averatec RMA number will not be accepted by us and returned freight collect.

Return the merchandise properly, i.e. in the original packaging or other suitable packaging (padded). Packaging for transport is to be carried out so that during customary handling damage to the merchandise is prevented. We explicitly point out that in the case of occurrence of damage due to improper packaging the repair work will be effected with costs after conveyance of an estimate. Should the order to repair not be put in hand, the merchandise will be returned freight collect.

Existing Windows passwords are to be removed or noted on the advice note. Work in connection with removal of passwords such as enquiry calls e.g. are is at the owner's expense.

Please make sure that a software error is ruled out by resetting the system to the factory setting.

If a repair order is not placed or in case returned units do not, contrary to the error description, show defects which we are responsible for despite detailed tests, we charge an amount of € 65.00 incl. 19% VAT for this purpose.

Data protection rests on the customer. We do not assume any liability for data loss. Before returning your unit a data back-up must be carried out!

| Quantity | Averatec notebook model | Serial number | Accessories |
|----------|-------------------------|---------------|-------------|
|          |                         |               |             |

### Detailed Description of Errors:

.....  
 .....  
 .....

I/We agree to the above mentioned arrangements. Furthermore we are informed that possible data or adjustments on data media are not protected or as the case may be can be restored. Processing of complaints will only be conducted with a valid signature and a completely filled out RMA form.

.....  
 Place/Date

Signature/Company stamp

I/We have taken note of the General Service Conditions **including the service price list** which is printed on the **back** and herewith declare my/our agreement.

.....  
 Place/Date

Signature/Company stamp

## General Service Conditions

§ 1. If the object of agreement has deficiencies the contract partner can first of all demand supplementary performance (rectification of defects) within an appropriate time limit. In the case of rectification of defects the user is entitled to two attempts. Should the supplementary performance also prove ineffective, is it impossible or combined with unreasonable costs, the contractual partner has the right, according to the choice of the user, to withdraw from the contract (withdrawal) or to reduce the payment (reduction). In the case of delayed, declined or repeated failed rectification of defects, the right of withdrawal (cancellation of the contract) or reduction (reduction of payment) remains unaffected. Is the contractual partner a company then no claims exist if there is only an insubstantial difference to the stipulated character or if there is only a slight impairment of the usability of the object of agreement.

§ 2. a) In the case of a sales agreement the period of limitation for supplementary performance, withdrawal or reduction for new objects is two years, for used objects one year. This time limit begins with the delivery of the purchased object. Is the contractual partner a businessman then the period of limitation for new purchased objects is one year, for used objects supplementary performance, withdrawal and reduction are excluded.

b) In the case of a contract for services then the period of limitation for supplementary performance, withdrawal and reduction is one year. The time limit begins with the acceptance of the service or rather for lack of acceptance with the beginning of the service.

c) These periods of limitation only apply if repair attempts, maintenance work or technical alterations have not been conducted by the contractual partner or third parties on the object of agreement, the contractual partner acts according to contract, the object of agreement was only operated, serviced and used appropriately and apparant defects are immediately reported to the user in the written form at transfer of risk, defects which are not visible at the time of detection, however at the latest within the period of limitation.

d) If material defects exist the contractual partner is nevertheless obligated to pay the total amount of the service wage/purchase price. In this respect he/she can neither refer to offset nor to a right of retention.

§ 3. The contractual partner is to grant the required time and opportunity using equitable discretion for the rectification of deficiencies.

§ 4. The responsibility for defects does not apply to natural wearout, moreover not for damages which occurred due to incorrect or careless treatment or transport, excessive operational demands or force majeure.

§ 5. If the customer culpably does not accept the shipment transferred to him/her then he/she is in default of acceptance. For the duration of the customer's default of acceptance the Trigem GmbH is entitled to store the merchandise at the risk and costs of the customer. For this purpose Trigem GmbH may use the services of a forwarding agent or a stock keeper. The warehouse charges will be invoiced monthly in a lump sum amounting to 1 % of the net invoice value of the stored merchandise however not exceeding the amount of € 25.00. Trigem GmbH is entitled to account for actual higher costs and to invoice these. The customer is entitled to verify that no or lesser warehouse charges accrued.

## Service Price List

|  |          |
|--|----------|
| • RAM below 512MB  | € 59,00  |
| • No error detectable even after detailed error search and diagnostics | € 65.00  |
| • Error diagnostics without placing a repair order                     | € 65.00  |
| • Enquiry regarding system password (Windows or Bios)                  | € 65.00  |
| • Resetting of system to factory setting                               | € 99.00  |
| • Cleaning of dirty processing unit ventilator                         | € 99.00  |
| • Combo drive  | € 99.00  |
| • WLAN card  | € 109.00 |
| • Replacement of hard disks 80 GB HDD                                  | € 119.00 |
| • Replacement of central processing unit (CPU)                         | € 199.00 |
| • Replacement of hard disks 160 GB HDD                                 | € 149.00 |
| • DVD card   | € 149.00 |
| • Replacement of LCD screen 15" and 15.4"                              | € 129.00 |
| • Mainboard replacement  | € 199.00 |
| • Mainboard replacement at AV3700 ; AV4155; AV2460                     | € 299.00 |
| • Replacement of LCD screen 10", 12", 12.1" and 13"                    | € 349.00 |
| • Mainboard replacement at AV1050                                      | € 549,00 |
| • Replacement of cover and casing parts                                | € 349.00 |
| • Mainboard replacement at AV6300, AV5500                              | € 499,00 |
| • Replacement of cover and casing parts at C3500 and 5500              | € 599.00 |

## **Versand:**

- Nachnahmeversand: zzgl. 9,95 €
- Datensicherung : 99,00 € - 199,00 €
- Expressversand Ausland: 35,00 € wenn es kein Fehler von uns oder ein Softwarefehler ist
- Expressversand Inland: 15,00 € wenn es kein Fehler von uns oder ein Softwarefehler ist
- Normalversand Inland: 12,00 € wenn es kein Fehler von uns oder ein Softwarefehler ist