

RMA Form (As at: 07/2026)

The RMA repair request form is used for return of wrongly delivered goods (returns) or defective within and outside the warranty.
 Without RMA form no products shipments will be accepted!

Devices and accessories must be sent cleaned and hygienically prepared. We reserve the right to return dirty devices unprocessed and subject to a charge of 25.00 EUR/GBP per delivery (see point 3).

Please send these goods to the following address:

TeleAlarm Europe GmbH, c/o After-Sales-Service, Torgauer Straße 231, 04347 Leipzig, Germany

Contact data			
Association / Company		Telephone	
		e-mail	
Contact name		Customer number	
Street		Invoice number	
Postal Code / City		Delivery note number	

	Product name	Material no	Invoice / Delivery note number	Qty	Reason for return	Serial number
1.						
2.						
3.						
Reasons for return: R01 = Vendor error R02 = Customer error R03 = Transport damage		Reasons for warranty return: G04 = Goods within the warranty was already in use G05 = Goods within the warranty, the product not yet in use (defect on arrival) G06 = Goods exchange at costs of the products				

	Detailed Description Detailed reason for return (specify goods of wrong delivery products) / Detailed description of the problem
1.	
2.	
3.	

If possible, please do not ship with any accessories. If yes, please list below (e.g. power supply)

If the repair is outside our terms of warranty.

☐ **Goods to be returned**

Sent in Goods that are not covered by the warranty will be disposed of properly after a 90-day storage period.

☐ **In the case of purchased products from third-party providers, an advance quotation is requested for chargeable repairs**

Date

Name

Signature / Stamp

TeleAlarm Europe GmbH
 Torgauer Straße 231
 DE-04347 Leipzig

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