

To be filled in by Zimmermann IT:

RMAA

## Warranty request form

For **warranty cases** please fill out this form and send it with the purchase receipt number (e.g. KABR... / R...) or with a copy of your proof of purchase and the goods sufficiently stamped and well packaged to:

**Zimmermann Electronic Vertriebs GmbH**  
**RMA-Abteilung**  
**Spreestr. 2**  
**64295 Darmstadt**

### **Contact information for inquiries:**

**Phone:**  
06151 / 6669 - 600

**Email:**  
support@zimmermann-it.solutions

**ATTENTION:** If you would like to return the purchased goods within the 14 days-period, please use e.g. the revocation form: [www.dazit.de/widerrufsrecht](http://www.dazit.de/widerrufsrecht)

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### Customer Information

Customer no. (if available):

Invoice no. (if available):

Company name:

Name / Representative:

Invoice address:

Shipping adress (if different):

Phone:

Email:

### Device Information

Manufacturer / Model:

Device serial no.:

### Included accessories \*

I have added all of the initially included accessories.

Power supply    Bag/Sleeve    Mouse    Stylus    USB flash drive    USB SSD/hard drive

Other:

\* Please only include accessories that are necessary for the diagnosis/repair.

1. **Brief description of the problem:**

2. **How does the problem occur?**

immediately      delayed      sporadically

3. **Username/Password** (Operating System):      Yes      /      No

**BIOS Password:**      Yes      No

4. **Express Service**

Repairs usually take about 4-7 business days (when the device is submitted by 1:00 p.m.). All devices are processed chronologically. If you wish an express service, we charge an additional fee of € 50,-incl. VAT and prioritize your request. The next available technician will then process your request accordingly. This will shorten the processing time - excluding lead time for spare parts - to about 1-2 business days.

I do wish an express service.

I do not wish an express service.

5. **Data backup**

I am aware that Zimmermann Electronic Vertriebs GmbH is not responsible for any data loss, and I am responsible for creating functional and complete backups myself.

I authorise Zimmermann Electronic Vertriebs GmbH (if technically possible) to  
create a backup of the user data on an own storage device or new data carrier (additional hardware costs will apply) for € 60,- incl. VAT.\*  
the creation of an advanced data backup of the complete system as an image on an own storage device or new data carrier (additional hardware costs apply) for € 120,- incl. VAT. \*\*

I do not wish any data backup.

*\* Only your personal data such as images, documents, music, etc. are included in the backup, located in the Windows user folder. Installed programs and data located outside of the user folders are not included.*

*\*\* The entire system, including programs and operating system, is secured as an image and adapted to new hardware during restoration if necessary. We cannot guarantee a functioning system on different hardware in every case! Non-functional backups won't be charged.*

*Your personal data will be treated confidentially. The data will only be saved on our systems temporarily and securely deleted after the process has been finished.*

6. **Cleaning**

I would like to have my computer cleaned in- & externally with compressed air for € 30,- incl. VAT.

I do not wish to have my computer cleaned.

7. **Payout**

If a repair or replacement is not possible, any pending payment will be refunded to the original means of payment used by the customer.

8. **Pickup / Shipping**

After completion of the warranty process I would like the goods

to be picked up by myself at Spreestr. 2, 64295 Darmstadt (free of charge).

shipped to me free of charge (only laptops/small parts, only within Germany, shipping by DHL).

delivered by the Zimmermann courier within Darmstadt (for € 25,- incl. VAT).

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I hereby confirm this warranty request:

Items accepted with reservations  
(for on-site submission):

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Date, customer/authorized representative's signature

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Date, employee's signature