



# Repair Request Form

Phone: 0800 169 0407  
 Fax: +49 9421 706 350  
 E-Mail: RMADesk.STService@bosch.com

Original Purchase Order No. (DOA cases):		Date:
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Bill to:		Ship To:	
Account #:		Date:	
Contact:		Account #:	
Company:		Company:	
Address:		Shipping Address:	
		(if different)	
Phone:		Fax:	
		e-mail:	

Service Level Requested:	<input type="checkbox"/> Dead On Arrival (DOA)	<input type="checkbox"/> Advanced Exchange (AE)	<input type="checkbox"/> Repair Same Number (RSN)
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**\*Please Note:** Model number is required when requesting an RA. *Optional information would include the serial number, date code and detailed description of problem.* For DOA cases, the original purchase order is required.

<b>1</b>	Model:		Detailed description of problem:	
	*Serial No.:		Software License Involved?	No ?   Yes?   Don't Know
	*Date Code:			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <span style="color: red;">MAC Add. / Protocol:</span>
	*Our Ref.:			
<b>2</b>	Model:		Detailed description of problem:	
	*Serial No.:		Software License Involved?	No ?   Yes?   Don't Know
	*Date Code:			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <span style="color: red;">MAC Add. / Protocol:</span>
	*Our Ref.:			
<b>3</b>	Model:		Detailed description of problem:	
	*Serial No.:		Software License Involved?	No ?   Yes?   Don't Know
	*Date Code:			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <span style="color: red;">MAC Add. / Protocol:</span>
	*Our Ref.:			
<b>4</b>	Model:		Detailed description of problem:	
	*Serial No.:		Software License Involved?	No ?   Yes?   Don't Know
	*Date Code:			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <span style="color: red;">MAC Add. / Protocol:</span>
	*Our Ref.:			

For your convenience, Bosch Security Systems pays freight in both directions via UPS.

**Agreement:**

The Undersigned Customer, intending to be legally bound, hereby agrees to the terms and conditions of this Advance Exchange Agreement. The Customer shall be liable and Bosch Security Systems shall be entitled to invoice the Customer for the value of the Advance Exchange product, in the event that:

1. Bosch has not received the defective unit(s) within **10 days** after the delivery of the Advance Exchange unit.
2. The Warranty unit(s) is returned in a condition that has **Voided Warranty** coverage.
3. The unit returned **does not match** the requested model at the time the RA was initiated.

**Ship to the following address:**

Bosch Security Systems  
 EVI Audio GmbH  
 Ernst-Heinkel Str. 4  
 94315 Straubing  
 Germany

Purchase Orders Required for all Non Warranty Repairs / Advance Exchanges	
Customer PO#	
Authorization:	<input type="checkbox"/> Approve <input type="checkbox"/> Decline
Signature:	

## IMPORTANT INFORMATION

We strive to provide the best possible service to you in every way. Please take a moment to review these important guidelines regarding the forms attached with this document. Doing so will avoid any misunderstanding of the repair processes.

### General:

RAs expire within 30 days of issue.

Returned items must agree in model number and quantity as shown on the related forms. Deviations may result in processing delays, additional charges or your shipment being declined.

Remove lenses from fixed cameras before returning the unit. If the lens is suspected to be the failure item, inform Customer Service of this and the RA can be noted as such. Do not include any accessories of the product being returned (i.e. pendant arms, cables, etc.).

### Damaged Equipment / Shipping Concerns:

Equipment returned in an altered and/or damaged condition will be returned by the Service Centre to the customer. Equipment must be returned in its original packing or over packed in a suitable container of like or better capacity than the original.

### Out of Warranty / Voided Warranty Repairs:

If your equipment is deemed "Out of Warranty" or "Warranty Void", your RA Confirmation will state this case and you must indicate on the RA Confirmation form received your agreement for Bosch Security to proceed with the repair by returning the form by fax/email duly undersigned to the address provided. Fixed repair rates will apply. Warranty is voided when damage or failure is due to abuse, misuse or improper packaging. For additional information on Bosch's warranty policy, refer to the Bosch website [www.boschsecurity.com](http://www.boschsecurity.com)

### Fees:

If you elect not to proceed with a repair and have the equipment returned to you, there is a 36.00 € (EURO) service and handling fee per unit. Freight costs for returning non-repaired equipment will be charged to the recipient. The service and handling fee(s) are still due payable in the event you elect to scrap the equipment at our facility.

### Fixed Rate Repair Charges:

Our quoted rate for Out of Warranty or Voided Warranty repairs include diagnostic evaluation, cleaning, refurbished to current software and hardware configuration, preventative maintenance checks, repair labour, repair parts, calibration and/or functional testing, and burn-in. International shipments do not include duty or custom's fees.

### Repair Same (serial) Number (RSN):

The Carry-In (RSN) repair process is available when you prefer to have your own existing product repaired and then returned to you.

### Advance Exchanges (AE):

If you elect to obtain an exchange unit within the Warranty period, two options are available. An Advance Exchange is available when you supply a valid hard copy purchase order to the value of the product being sent to you. A Fast Exchange is available when your product arrives at the Service Centre and an exchange unit is returned to you (again upon verification of valid warranty coverage). No purchase order is required for a Fast Exchange. In either case, these are exchange units, not loaners that replace your unit. These options are available for most equipment in the product line.

### Terms of Exchanges:

The equipment received at the Service Centre **must match** the product on the RA. Should the item(s) returned not match the product on the RA, either in model number or reason for return, full payment of the regular retail price is expected for the item forwarded to you. The incorrect returned product will be sent back to you. Warranty for exchanged product follows the original customer product (as determined by serial number and/or date code) or 90 days from the shipment date of the Advance Exchange unit, whichever is greater.

### Shipping:

Your equipment will be returned via standard ground for Out of Warranty repairs. If you require faster service, you must make Customer Service aware of this need.

### HOW TO CONTACT THE SERVICE CENTER

Phone: 0800 169 0407 ♦ Fax: +49 9421 706 350 ♦ e-mail: [RMADesk.STService@bosch.com](mailto:RMADesk.STService@bosch.com)