

# COMPLAINT REPORT

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Dear Customer,

Even at Barthelme, it is possible that you may receive a product that does not work correctly or an incorrect product. However, if this situation arises, using this RMA form ensures that your complaint will be dealt with in the best way possible.

We would like to apologise for any inconvenience and we will endeavour to help you resolve this issue as quickly as possible.

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## GENERAL INFORMATION

We have organised the handling of the RMA process to make it quick and efficient to return products to us. We therefore ask you to follow this procedure.

- » Fitters can only return goods via electrical wholesalers.
- » Custom-made products are generally excluded from returns.
- » The goods must not be older than 12 months from the date of purchase.
- » For accepted returns, a handling fee is charged [except where special contractual agreements apply]:
  - a. undamaged goods in their original packaging: standard handling charge 30% of the original value of the goods [this can also be higher, for example if the packaging is unusable or damaged.]
  - b. undamaged goods in their original packaging with a value of less than EUR 100.00: our standard handling charge 15.00 EUR
- » If the technical inspection shows that no faults are present, the goods will be released and returned at the customer's expense.
- » If the fault was caused by the customer, a technical report is provided to the customer. A response from the customer making arrangements for these goods is required within 14 days after receipt of the technical report. Otherwise, we reserve the right to dispose of the goods after this deadline.
- » Processing the claim can take up to 4 weeks.

## CONDITION OF GOODS

- » For goods that are no longer required, as well as incorrect deliveries, duplicated deliveries, incorrect orders and stock clearances, the goods must be in perfect condition.
- » Before disassembly, the location of the fault must be marked on using washable pen. This is the only way to guarantee that the fault will be assessed.
- » Only then should the product be disassembled. Ensure that you are as careful as possible to prevent damage. Take precautions to protect against ESD during disassembly.
- » **WARNING:** Please note that we take no liability for goods that are damaged as a result of incorrect disassembly. This also applies to incorrectly packaged goods that are not protected from ESD.
- » The goods must be in their original packaging whenever possible, and sufficient protection against ESD damage must be ensured.

## TO ENSURE FAULTS ARE ASSESSED

- » If possible, please take a photo of the product in the installed condition.
- » Describe the fault in as much detail as possible [„faulty“ is not sufficient].
- » Please record all of the components used. This includes both items from our own product ranges as well as devices that are installed in the system and were not supplied by us.

## PLEASE SEND RETURNS WITH A COMPLETED RMA FORM TO THE FOLLOWING ADDRESS:

Josef Barthelme GmbH & Co. KG  
 Customer Service  
 Logistikpark Kirchhoffstraße Halle 2 Tor 41A  
 Kirchhoffstraße 5  
 90431 Nuremberg

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**Barthelme**  
 LED Solutions

# COMPLAINT REPORT - LUMINAIRES

## BASIC INFORMATION

SERVICE NUMBER [PLEASE ENTER THIS AFTER ALLOCATION]:

DATE OF COMPLAINT:

ELECTRICIAN | END CUSTOMER:

WHOLESALE | OEM CUSTOMER:

CUSTOMER NUMBER:

CONTACT PERSON:

TELEPHONE | E-MAIL:

DELIVERY NOTE FROM | INVOICE NUMBER:

RETURNED ITEM | ITEM NUMBER:

QUANTITY:

QUANTITY INCLUDED IN COMPLAINT:

CC VARIANT: [CONSTANT CURRENT]

UMGEBUNGSTEMPERATUR: .....

CV VARIANT: [CONSTANT VOLTAGE]

OPERATION OF MULTIPLE LUMINAIRES FROM ONE POWER SUPPLY/CONVERTER:

CONNECTED CONTROL UNITS [PLEASE SPECIFY EXACT TYPE]:

CONNECTED CONTROL UNITS [PLEASE SPECIFY EXACT TYPE]:

ERROR OCCURS IMMEDIATELY  YES  NO

TEST BEFORE INSTALLATION:  YES  NO

24H OPERATING TIME  YES  NO

OPERATING TIME UNTIL FAILURE APPROX. .... HRS/DAY

ESD PROTECTION DURING INSTALLATION  YES  NO

DIMMING LEVEL: ..... PER CENT

## EXACT ERROR DESCRIPTION:

*Please document the error location by means of photos to ensure a clear view of the immediate installation environment*

PHOTOS OF THE INSTALLATION SITUATION  YES  NO

PHOTOS OF THE FAILED PARTS  YES  NO

CIRCUIT DIAGRAM AVAILABLE? PLEASE ENCLOSE!

REFUND REQUEST  REPLACEMENT

CREDIT NOTE