

## RMA/DOA Request Form

Date:

Company name:

Contact person:

Address:

Postal code and City:

Phone number:

E-mail address:

Customer number:

Article / Item number:

Reference number:

RMA/DOA number:

*(to be filled in by Bout Solutions)*

### **Repair Conditions**

To ensure your request can be processed as quickly as possible, we kindly ask you to complete all fields on this form, except for the RMA/DOA number. Products must have been purchased directly from Bout Solutions B.V. and may only be returned after approval by Bout Solutions B.V.

The completed form will be sent back to you, including our repair reference number. A copy of this form and a copy of the original purchase invoice must be included with the goods submitted for repair. The package can then be sent to:

Bout Solutions B.V.  
Röntgenstraat 14  
4416 DP Kruiningen

Please note: Items purchased from an authorized distributor must be handled according to the distributor's procedure.

A charge of 15% of the net product value, with a minimum charge of €35, will be invoiced if:

1. The product is found to be functioning correctly.
2. The defect is caused by improper or incorrect use.

Products outside the 24-month warranty period may be inspected. Inspection costs will be charged per item and will vary depending on the product type. Under no circumstances will the item be repaired once inspection has been completed.

All goods must be properly and securely packaged. Bout Solutions B.V. is not liable for transport damage. Shipments must also be sufficiently prepaid (postage paid) and the repair reference number must be clearly stated on the outer packaging.

Shipments that do not comply with the conditions above cannot be processed. If you require any additional information, please contact us at: +31 6 14 66 16 32

Completed forms can be submitted by email to: [info@Boutsolutions.nl](mailto:info@Boutsolutions.nl).