

*RMA-form*

**RMA-form FireWare**

In order to be of service to you as quickly and as well as possible, FireWare uses an RMA form. When you send a device to us for repair, please fill in this form and send a printed copy with your device. Is printing not possible for you? Please send this form by e-mail to info@FireWare.nl.

**Please note that repairs without an RMA form will not be taken into consideration!**

You can send your repair to:

FireWare  
t.a.v. de Technische Dienst  
De Stek 5  
1771 SP Wieringerwerf  
Nederland

After repair the device can be returned to the following address. Shipping costs will be charged for this.

I come to pick up the device at FireWare.

**You should pack your machine carefully. Please send smoke machines without smoke liquid!**

**Your information**

(Company)name:

Contact person:

Contact phone number:

Contact e-mail address:

Delivery address: Street + Housenumber

(No PO box) Postal code + Place of residence

Country

Invoiceaddress: Street + Housenumber

Postal code + Place of residence

Country

Your reference number

**Device data**

Brand:

Type:

Date of purchase / Invoice number:

Serial number:

The following accessories are included in the shipment:

(e.g. remote, tank, box, etc.)

Clear complaint description  
(fill in a clear description of your complaint here)

**The repair agreements**

The device is need the latest :   
The Technical Service will do its best to repair your machine before this date. However, this date cannot be guaranteed. If you need a replacement machine during the repair period, please contact us for the possibilities.

Please inform me first if the repair costs are higher than: €   
exclusive VAT and shipping costs. Below this amount FireWare may immediately proceed to repair. For machines and equipment that fall outside a guarantee scheme, € 45, - excluding VAT research costs, is charged. If an order for repair is placed, these costs will be forfeited.

Repairs are carried out in accordance with the general terms and conditions of FireWare bv.