



RMA-No.: _____ (given by CHG-MERIDIAN)

Dear Sir or Madam,

we regret your complaint but of course want to satisfy you and have for quickest possible handling optimized our procedures.

After receipt of your notification of complaint you receive a first reply within 24 hours, the whole process will be terminated within the next five working days.

Please send your filled out notification of complaint to the following Email address:

rma-gg@chg-meridian.de

Please note that we can not work on notifications which are not completely filled out.

Date	Description (PC, Notebook,..)	Serial number	Stock ID	Transport order	Invoice number
Description of failure:					
Date	Description (PC, Notebook,..)	Serial number	Stock ID	Transport order	Invoice number
Description of failure:					

Should the complaint concern more than two assets, please send us a detailed list of all types of assets and descriptions of failure.

IMPORTANT:

When returning, please enclose this notification and a copy of the invoice. Please send the complained asset/s after receipt of the RMA-number carefully packed to the following address:

CHG-MERIDIAN AG
 RMA-Abteilung
 Wasserweg 2
 D-64521 Groß-Gerau

Thank you very much !

Your Team of CHG-MERIDIAN