

Return material instructions

- To return us some material for any reasons (repair, replacement, crediting) must be authorized by us. To obtain the return material authorization (RMA) the following form has be completed and sent to Kollmorgen srl.
- Kollmorgen srl will authorize the return the RMA number and give the returning instructions
- The RMA number has to be indicated in all the paperwork (delivery note, proforma invoice, etc) and on the shipping box.
- The shipping cost has to be paid by the shipper.
- We will reject any shipment without the RMA number.

Return material authorization request example

The following example show how then RMA form has to be prepared (in red)

Return Material Authorization

Part 1 – Customer information

Customer information					
Customer	Mario Rossi Engineering spa	Address	Via Roma, 15 20100 Milano ITALY	Fax	+39 02 1234567
Contact person	Giuseppe Bianchi	Email	Giuseppe.Bianchi@mre.it	Phone	+39 02 7654321

Part 2 – Product information

	Item	Serial Number	Reason of return	Dual Use Update (Note 1)
1	DBL4-0530-30	123456	Damaged bearing	
2	Servostar 603	73476234720	Digital input 1 not working	
3				
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15				

Note1:

Flag if you require that the drive, if applicable and where possible, will be updated so it's not classified following the norm EN428/2009 as dual-use item. This modification is not reversible and requires firmware and/or hardware update.

This form has to be completed and faxed to +39 0362 276790 or via email to MIL-RMA@kollmorgen.com , you will receive the return authorization and instructions