

Your reference no.



## Return request

Without a RMA number the return of goods is not possible.

Delivery address: ENO telecom GmbH  
Bentheimer Str. 118 b

After Sales Management  
D-48529 Nordhorn

E-Mail: [rma@eno.de](mailto:rma@eno.de)

Customer no.:

Contact person:

Customer/store:

Phone:

Address:

Fax:

Postcode, city:

E-Mail:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Quantity	Product description	Art.-no./EAN Code	Reference (invoice, reference, delivery note)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
IMEI-No./serial No.	Reason of return		

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Quantity	Product description	Art.-no./EAN Code	reference (invoice, reference, delivery note)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
IMEI-No./serial No.	Reason of return		

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Quantity	Product description	Art.-no./EAN Code	reference (invoice, reference, delivery note)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
IMEI-No./serial No.	Reason of return		

Reason of return: ☐ Customer error<sup>1</sup> ☐ Warranty<sup>2</sup>

☐ DOA (dead on arrival)<sup>2</sup> ☐ Delivery error ☐ Others:

Please send the completed return request form via e-mail to [rma@eno.de](mailto:rma@eno.de). You will receive a RMA number for your registration within 3 working days. Please note that „defective“, „broken“ and „no function“ are not sufficient error descriptions and can not be accepted (there is no assignment of an RMA).

In case we find any of the following points, we will charge a handling fee of 15,- Euro:

■ Errors can not be detected/reproduced.

■ Return of foreign goods (goods not purchased by ENO):

Goodwill Returns: We reserve the right to charge a processing fee according to our service guideline in reference to wrong or double orders. Goodwill returns have to be requested and are not guaranteed. For more info see [www.eno.de/retouren](http://www.eno.de/retouren).

### Returns without a RMA number will be refused and not accepted by ENO.

For further information, please refer to our service guideline. Please enclose a copy of the end customer purchase receipt, return receipt and this letter to your shipment. For further questions please contact our customer service at +49 5921 877-6300, fax: +49 592 877-6308 or e-mail: [rma@eno.de](mailto:rma@eno.de)

1) Incorrect ordered products will only be accepted as a return, if returned to ENO telecom with a valid RMA number within 10 days after accepted delivery. We only accept returns if the product is in original state and packaging, unopened and unused. Any products that are used and not eligible for resale will not be accepted. For any products returned, we charge a restocking fee. This fee will be charged per returned product.

■ Products with a value up to 100 Euro: 15 Euro restocking fee

■ Products with a value of 100 Euro or more: 30 Euro restocking fee

2) Any DOA returns or general warranty returns need to include the customer bill or receipt at all times. Any shipments without a bill and or receipt will be returned to sender.

Use only with Acrobat Reader.  
Send with your E-Mail Client directly.

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Bentheimer Straße 118 b  
48529 Nordhorn

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[www.eno.de](http://www.eno.de)

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Gernot Teufel

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HRB 130587  
Amtsgericht Osnabrück  
WEEE: DE57213562

Bankverbindung  
Commerzbank Osnabrück  
IBAN DE65 2658 0070 0862 4847 10, BIC DRESDEFF265  
Grafschafter Volksbank  
IBAN DE24 2806 9956 1007 7707 07, BIC GENODEF1NEV