

Return Material Authorization (RMA)

To return a reader, you don't need to request an RMA number from us. Just send in the reader and enclose a completed and printed copy of this form.

If you've already returned a reader without enclosing the below information, we may ask you to fill out this form afterwards. In this case, please e-mail it to support@baltech.de.

E-mail address	
Phone number	
Error description	
Request	Exchange under warranty
	Examination and error report
	Other (please specify):

What happens next?

- We examine the reader.
- In case of a legitimate warranty claim, you'll receive a replacement reader free of charge including an 8D report.
- If a defect is found that is not or no longer covered by warranty, we'll dispose of the device and notify you.
- If no defect is found, we'll return the reader to you. We reserve the right to charge shipping costs after checking back with you in advance.