



## Return Material Authorization form - RMA

Defective products may be returned following these steps:

1. **Before returning any items**, contact KUKA's Customer Support staff to receive your RMA-number.
2. Fill out the Return Material Authorization form completely and print it out.
3. Make sure you include all item(s).
4. Pack item(s) carefully to avoid damage.
5. **Place the RMA form in the box** with the item(s) (We recommend you make a copy for your record).
6. **Label each box with the valid RMA # on the outside.** It must be recognizable.
7. Ship to:

**KUKA Automatisering + Robots N.V.**  
Centrum-Zuid 1031  
B-3530 Houthalen  
BELGIUM

In case you have any questions, please call our  
**Customer Service Department: +32 (0)11.51.61.61**

Please request for RMA number

**RMA # :**

▼ Customer reference

▼ Company name:

▼ Street, Number:

▼ ZIP-code, City:

▼ VAT number (obligatory !):

▼ Name contactperson:

▼ Phone contactperson:

▼ Email contactperson:

Qty	Article number	Part description	Serialnumber	Problem description

▲ (If returning more than 3 items, please attach another sheet)

▼ Additional comments:

Please note:

- Items returned without valid RMA number may result in delay or denial and can be returned to the sender at customer cost.
- Return of defective items should take place within 5 working days after reception of the replacement part.