

RMA number:

| Sender-Data |
|-----------------------------------------------------------------------------------------------------|
| <small>VIVAVIS AG August-Thyssen-Straße 32 56070 Koblenz Deutschland</small> Company _____ |
| Contact _____ |
| Street _____ |
| Postcode / City / Country _____ |
| Telephon / Fax _____ |
| Email _____ |

Notes on the repair process (METERING area):

- Please request your RMA number by phone or email E-mail (+49 261 9285-0, orders@vivavis.com), fill out the form completely and enclose it with your delivery of goods.
- In the case of devices outside the warranty period (12 months from delivery), we will examine the possibility of a repair. The processing fee for repairing devices outside the warranty period is €139.00 per device. If the device cannot be repaired, we charge 50% of the processing fee for the inspection.
- This RMA process only affects devices from the metering area: Skalar.pro & enQube!

| Pos. | Item | VIVAVIS Serial No. | Reason for sending / error information |
|--------------------------|------|---------------------------------------------------------------------|----------------------------------------|
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| Total number of devices: | | Please note the RMA number clearly visible on your package!! | |

| Additional information: |
|--------------------------------------------------------------------------|
| _____ _____ _____ _____ Date / Signature / Company stamp |

Address for return: VIVAVIS AG, August-Thyssen-Straße 32, 56070 Koblenz

The most current version of the ZVEI General Terms and Conditions of Delivery apply. You are welcome to view these at www.vivavis.com/agb.