

Reparatur-Rücksende-Formular Return Form for Repairs



First of all, we are really sorry that something went wrong with one of our products. We will take care of it.

Wie gehe ich nun vor? / How do I proceed now?

- Choose a service partner (distributor or dealer) or deal with Schoeps directly
- **In any case, fill out this form and forward it** to the dealer or us
- If you deal with us directly:
 - o fill out this form and send it to service@schoeps.de
 - o you will immediately get an automated response with a ticket number in the subject of the email. This is your RMA number.
 - o Send the product to our address and note the RMA number on the delivery note. If we receive a service package without an RMA number, we cannot start the service.
 - o We will give you an update:
 - at the time of arrival of the package
 - during service: only in case of questions
 - when the service is ready for shipping

Please have a look at www.schoeps.de/service where you will find our service prices and many answers to your questions about how to proceed. Don't hesitate to contact us at any time, we're here to help. Please always reply to our email, otherwise there will be a new ticket number and a significant delay in the communication process.

Reparaturkosten / Cost of repair

See <https://schoeps.de/en/service.html#c3190>

Kontakt / Contact:

<mailto:service@schoeps.de> – Telefon / Phone: +49 (0)721-94320-0
www.schoeps.de/service

Shipping address:

Schalltechnik Dr.-Ing. SCHOEPS GmbH
Bienleinstorstrasse 30
76227 Karlsruhe – Germany

Comments on foreign shipping and customs

- A proforma invoice or a copy of the waybill/customs declaration should be sent to us in advance in the ticket
- A copy of the delivery bill and a proforma invoice need to be attached to the outside of the parcel so that customs can see it without opening the parcel. Failure to do so may result in delays in customs clearance.
- We recommend shipping directly with DHL or UPS, no national post services.
- Please note that the tracking service reports "**Delivered**" when the goods arrive at customs. At this time, the goods have **not yet arrived at our company**.
- Not all forwarders offer tracking services in other countries. With cheaper shipping methods, the tracking often ends at the border of our country.
- An improperly filled out customs form can delay the shipment for 1-2 weeks before the product arrives at our warehouse and cause additional costs.
- We recommend that you choose a carrier that is able to handle temporary import/export for you if you are not used to customs regulations. We do not accept C.O.D. packages nor do we pay any fees that may arise from incorrect shipping documents.

Reparaturrücksendeformular

Return Form for Repairs (RMA)

v01.09.2022

Kunden-Adressdaten / Customer Contact Information

Ticket-ID = RMA No. <i>(in Betreffzeile Email / in subject of email)</i>	
Schoeps Kundennummer / Customer ID <i>wenn vorhanden / if available</i>	
Firma / Company name	
Steueridentifikationsnummer / VAT number	
Name / zu Händen	
Strasse / Street	
PLZ / State-Zip	Stadt / City
Land / Country	Are you shipping from outside the EU? <input type="checkbox"/> Yes <input type="checkbox"/> No
Telefon / Phone	
E-mail	
Anzahl der gesendeten Produkte <i>Quantity of products sent in</i>	

Produkt / Product 1

Produkt / Product	
Seriennummer / Serial number	
Fehlerbeschreibung / Error description	
<p>Neues Gehäuse / New Housing: Möchten Sie, dass wir das Gehäuse des Produkts ersetzen, auch wenn nicht technisch notwendig? <i>Would you like us to replace the housing of the product, even if not technically necessary?</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Upgrade: Manche Produkte (CMC 6, CMIT 5, MiniCMIT, SuperCMIT) gibt es in mehreren Produktgenerationen. Möchten Sie ein Angebot zu einem Upgrade auf die aktuelle Produktgeneration, auch wenn es nicht technisch unbedingt notwendig ist? Mehr Infos auf schoeps.de <i>Some products (CMC 6, CMIT 5, MiniCMIT, SuperCMIT) are available in several product generations. Would you like an offer for an upgrade to the current product generation, even if it is not technically absolutely necessary? More infos on schoeps.de</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Foto- oder Audiodateien / pictures or audio files Schicken Sie Foto- oder Audiodateien in der Email, um den Fehler zu beschreiben? <i>Will you will attach photo or audio files to the email to describe the error?</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Produkt / *Product* 3

Produkt / <i>Product</i>	
Seriennummer / <i>Serial number</i>	
Fehlerbeschreibung / <i>Error description</i>	
<hr/>	
Neues Gehäuse / New Housing: Möchten Sie, dass wir das Gehäuse des Produkts ersetzen, auch wenn nicht technisch notwendig? <i>Would you like us to replace the housing of the product, even if not technically necessary?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Produkt / Product 4

Produkt / <i>Product</i>	
Seriennummer / <i>Serial number</i>	
Fehlerbeschreibung / <i>Error description</i>	
<p>Neues Gehäuse / New Housing: Möchten Sie, dass wir das Gehäuse des Produkts ersetzen, auch wenn nicht technisch notwendig? <i>Would you like us to replace the housing of the product, even if not technically necessary?</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Upgrade: Manche Produkte (CMC 6, CMIT 5, MiniCMIT, SuperCMIT) gibt es in mehreren Produktgenerationen. Möchten Sie ein Angebot zu einem Upgrade auf die aktuelle Produktgeneration, auch wenn es nicht technisch unbedingt notwendig ist? Mehr Infos auf schoeps.de <i>Some products (CMC 6, CMIT 5, MiniCMIT, SuperCMIT) are available in several product generations. Would you like an offer for an upgrade to the current product generation, even if it is not technically absolutely necessary? More infos on schoeps.de</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Foto- oder Audiodateien / pictures or audio files Schicken Sie Foto- oder Audiodateien in der Email, um den Fehler zu beschreiben? <i>Will you will attach photo or audio files to the email to describe the error?</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No