

REQUEST FOR SUPPORT

RMA-number:

Dear customer,

You have asked for repair and support. We want to help you to solve this problem. If it is a return of defect material within warranty we will immediately repair free of charge or send a replacement.

Surely you use our products in a complex technical environment. Please ensure that any bug is not caused by these circumstances. Please also ensure correct configuration of our products. Always follow instructions in our documents.

If the dysfunction is not caused from our products and hotline analysis requires more technical support we have to charge EUR 75 per hour plus travel expenses. For travelling time we charge half hourly rate.

Please confirm this agreement with your signature:

Customer

Name of contact:

Email of contact:

Phone of contact:

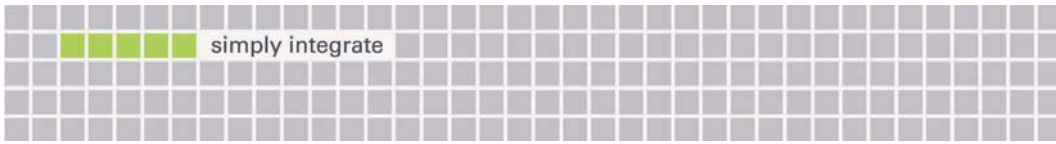
(in printed characters)

Date

name/signing

name in printed characters





For best practice support please answer following questions:

System configuration (network architecture, number and location of displays, power supply central or local)

Model:

Article number:

Serial number:

System software:

Driver and firmware version of our components:

Extended desktop (please mark)

- Yes
- No

if yes: static dynamic

Packing list number:

Description of defect:

Thank you for your support

Eisenach, 01.März 2011

managing directors

