

Defective Product Return Information

Dear business partner,

whenever you have to return a defective product, please use this form to collect all needed details and include it inside your return shipment.

You will find it in every shipment from maxxcount to fill it by hand or you can use the more comfortable way:

📄 www.maxxcount.de/defectivereturnform.pdf to fill it on your computer, forward it by mail to announce your return and print it to put it inside your return.

Please inform maxxcount or Michel de Vré by sending this form completely filled in form **BEFORE** you return a product, please use partner@maxxcount.de or michel@maxxcount.de!

... summarized:

- ❶ Tell us your customer & order details.
- ❷ Fill out all the tables completely and send it us to partner@maxxcount.de or michel@maxxcount.de.
- ❸ ...wait for our OK – after that enclose this return information your package.

❶ Customer & Order details:

Your Data	Order Details
Customer number	Invoice number
Company	Date of Purchase
Contact person	Date of Sale to your customer (Please send us a copy of your sales receipt with the return)
Phone number	

❷ Please fill the tables below:

Please provide detailed comments related to your return so we can complete your request.	
Defective item Model (MPN/SKU):	
Manufacturer:	
Serial-Number:	

Detected Problems:

(What happens, what is Result, which Channel broke, which still working etc)

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Please be as detailed as you can, this helps us to speed the complete RMA-Process!

If you send in a defective **Amplifier**, please describe your Car Audio Setup:

Front System Model:	
Rear System Model:	
Subwoofer Model:	
Enclosure Volume:	
DSP Model (if used):	
Age of Car Main Battery:	

If you send in a defective **DSP / DSP Amplifier**, please describe your Car Audio Setup:

Front System Model:	
Rear System Model:	
Amp Model & Power (if DSP only):	
Enclosure Volume:	
Age of Car Main Battery:	

If you send in a defective **Loudspeakers**, please describe your Car Audio Setup:

Front System Model:	
Rear System Model:	
Amp Model & Watt RMS per Channel:	
Using original XOver or active?	
DSP-Model (if used):	

If you send in a defective **Subwoofer**, please describe your Car Audio Setup:

Front System Model:	
Rear System Model:	
Amp Model & Watt RMS for SUB:	
Enclosure Volume:	
DSP-Model (if used):	

If product outside warranty – repair it up to € without consultation.

❸ Please send your return shipment to:



maxxcount.de GmbH & Co. KG
Gostritzer Straße 61-63
01217 Dresden
Germany

Notes to the return shipping costs:

Please frank sufficiently.
Packages returned freight forward
cannot be accepted.

Please provide detailed comments related to your return so we can complete your request. **Missing information can delay processing of your RMA!**