

ND SATCOM

Return Material Authorization Process (RMA Process)

Dear Customer,

We are committed to your satisfaction, and will happily process your return or repair. To return the item, please follow the steps below:

Get your RMA number

The RMA number will be provided by the ND SatCom Customer Support after you have sent the Online Service Request / RMA Request Form and after the persons responsible agreed to an RMA procedure.

ND SatCom will send the RMA Number to the e-mail or fax-number you indicated on the Online Service Request / RMA Request Form.

Pack the items

Pack the items securely, preferably in the original carton and always send the Online Service Request / RMA Request Form incl. RMA number with the returned items. Returns will not be accepted without RMA number being clearly marked on the outside of the packaging.

Send the items CIP to ND SatCom

(for the relevant address see Online Service Request / RMA Request Form) to the following address:

ND SatCom GmbH
Customer Support
<Your RMA Number>
Graf-von-Soden-Strasse
88090 Immenstaad
Germany

Contact Support

Phone: +49 (0) 7545 / 939 - 7400
Fax: +49 (0) 7545 / 939 - 7888