

Cartridge Return Form

RMA - Number :

(RMA provided by Tandberg Data)

**Company:
Address:**

**Date
(dd/mm/yy)**

**Telephone:
Email address:
Name:**

Unit and Cartridge specification

Description of device:

Serial number:

Firmware:

Which cartridges do you use with the device?

Data cartridge (description)

**Quantity
shipped:**

Cleaning cartridge (description)

**Quantity
shipped:**

Which error messages do you receive? (Please be as specific as possible, e.g. unload problems, software messages)

When did you start receiving error messages? Do you acknowledge repeat errors or a failure cycle? E.g. only Mondays)

Which operating system do you use?

Which Back Up Software do you use? (Please include version)

IMPORTANT!!! Please read the following instructions:

We will test your cartridges. We can check your cartridge on functionality only if you allow us to overwrite the current data on the cartridge.

Can we overwrite your data?

yes

no

Do you want us to exchange the cartridge if it is diagnosed as faulty?* (ONLY TANDBERG LABELED CARTRIDGES CAN BE EXCHANGED!)

yes

no

* If we exchange the cartridge we dispose of the old cartridges according to data protection laws

**If you have any questions, please contact us:
logisticemea@tandberg.com
00 800 TANDBERG**

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